MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS

Troubleshooting Guide

e-STUDIO2040c/2540c/3040c/3540c/4540c

Preface

Thank you for purchasing TOSHIBA Multifunctional Digital Color System. This guide describes how to troubleshoot the problems that could occur while you are using the equipment. Keep this guide within easy reach, and use it to configure an environment that makes best use of the e-STUDIO's functions.

■ How to read this manual

❑ Symbols in this manual

In this manual, some important items are described with the symbols shown below. Be sure to read these items before using this equipment.

⚠ WARNING	Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, or serious damage, or fire in the equipment or surrounding assets.
⚠ CAUTION	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury, partial damage to the equipment or surrounding assets, or loss of data.
Note	Indicates information to which you should pay attention when operating the equipment.

Other than the above, this manual also describes information that may be useful for the operation of this equipment with the following signage:

Tip	Describes handy information that is useful to know when operating the equipment.
📖	Pages describing items related to what you are currently doing. See these pages as required.

❑ Screens

- Screens in this manual may differ from the actual ones depending on the use-environment of the equipment such as the installing status of options.
- Screens of when paper in the A/B format is used are given in this manual. If you use paper in the LT format, the display or the order of buttons may differ from that of your equipment.

❑ Trademarks

- The official name of Windows XP is Microsoft Windows XP Operating System.
- The official name of Windows Vista is Microsoft Windows Vista Operating System.
- The official name of Windows 7 is Microsoft Windows 7 Operating System.
- The official name of Windows Server 2003 is Microsoft Windows Server 2003 Operating System.
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1

TROUBLESHOOTING FOR THE HARDWARE

This chapter describes how to troubleshoot problems with paper, toner and other finishing processes.
This chapter also describes how to supply paper, toner and staples.

When This Screen Is Displayed

Various screens are displayed on the touch panel depending on the state of the equipment. This section describes how to solve problems with some of the screen examples.

Screen	Description / Remedy
	A message appears on the upper part of the screen to notify users of a problem, etc. For the major examples, see the following pages. 📖 P.10 “Messages Displayed on the Touch Panel”
	The original or copy paper is jammed. Remove it following the guidance on the touch panel. 📖 P.13 “Clearing a Paper Jam”
	A cover is open. Check which cover on the touch panel and then close it securely.

<table>
<tr><th>Screen</th><th>Description / Remedy</th></tr>
<tr><td></td><td>Toner has run out. Confirm the color of the corresponding toner cartridge on the touch panel, and then replace it.
P.48 “Replacing a Toner Cartridge”</td></tr>
<tr><td></td><td>The waste toner box is full. Replace it following the guidance on the touch panel.
P.54 “Replacing the Waste Toner Box”</td></tr>
<tr><td></td><td>The equipment requires adjusting by a service technician.
Contact your service representative with the error code displayed on the right side of the touch panel.

⚠ WARNING
Never attempt to repair, disassemble or modify the equipment by yourself.
You could cause a fire or get an electric shock.
Always contact your service representative for maintenance or repair of the internal parts of the equipment.</td></tr>
</table>

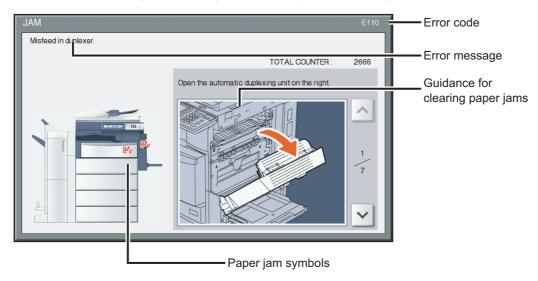
Messages Displayed on the Touch Panel

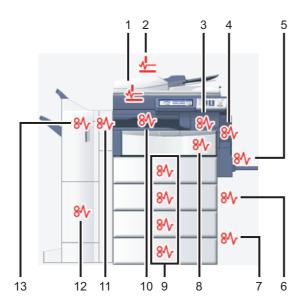
A message appears on the upper part of the screen to notify users of a problem, etc. The major examples of problems and how to solve them are described in the table below.

Message	Problem Description	Corrective Action
Close *** cover.	The cover indicated by *** is open.	Check the cover on the touch panel and close it.
Misfeed in ***	A paper jam has occurred inside the equipment.	Remove the jammed paper following the guidance displayed on the touch panel. P.13 “Clearing a Paper Jam”
Install new *** toner cartridge	No toner is left. “***” indicates the color. (The colors are shown abbreviated when two or more toners are running out: Y: yellow, M: magenta, C: cyan, and K: black)	See the color indication on the touch panel and replace the toner cartridge. (About another 50 copies can be made after this message appears. The number varies depending on the conditions of copying.) P.48 “Replacing a Toner Cartridge”
*** TONER NOT RECOGNIZED	The toner cartridge indicated by *** is not installed at all or improperly so.	Install the toner cartridge correctly. P.48 “Replacing a Toner Cartridge”
	A toner cartridge not recommended by TOSHIBA is being used.	Use a TOSHIBA-recommended toner cartridge. P.48 “Replacing a Toner Cartridge”
Check paper size setting on control panel for drawer N. Check the direction or size of the paper.	A paper jam has occurred because of the mismatch between the paper size placed in drawer N and the size registered for the drawer N in the equipment.	Just removing the jammed paper does not prevent another paper jam. Be sure to correctly register the paper size in the equipment. P.37 “Clearing paper jams caused by a wrong paper size setting”
Wait (Performing Self-check)	The equipment is undergoing maintenance to preserve its imaging quality.	Wait until adjustment is completed and the message disappears.
Check the original and set it again	The original is jammed inside of the Reversing Automatic Document Feeder.	Remove the jammed original following the guidance on the touch panel. P.16 “Paper jam in the Reversing Automatic Document Feeder (optional) (upper)”
	The direction or the size of the original placed on the Reversing Automatic Document Feeder is incorrect.	Check the direction and the size of the original and then replace it on the Reversing Automatic Document Feeder. Then reattempt the operation.
Change direction of original	The orientation of the original placed on the original glass is incorrect.	Change the orientation of the original by 90 degrees and place it on the original glass.
Cannot print this paper size Select the other drawer.	Printing was attempted but failed. The paper could not be output on the tray selected for the paper output because of a mismatch between the paper size and the tray. 1. Paper with the size of 320 mm x 450 mm or 320 mm x 460 mm tried to be output in the lower receiving tray of MJ-1101/MJ-1106. 2. Paper with the length of 457 mm (18") or longer tried to be output in the lower receiving tray of MJ-1101/MJ-1106, or the tray of MJ-1031. 3. Paper with the length of 450 mm (17.7") or longer tried to be output in the receiving tray of the equipment with any Finisher installed.	Delete the failed print job, select the appropriate tray for the paper, and perform printing again.
Cannot print this paper type Set the other paper type	Printing was attempted but failed. The paper could not be output in the tray selected because of a mismatch between the paper type and the tray. (Special paper or thick 4 paper tried to be output on the lower receiving tray of MJ-1101/MJ-1106.)	Delete the failed print job, select the appropriate tray for the paper, and perform printing again.
Change from this mode Count over, cannot store anymore	The number of originals to be scanned has exceeded the limit specified with the department or user code during scanning.	Ask your administrator for details of setting the limit for the number of copies.

Message	Problem Description	Corrective Action
READY (SADDLE STITCH TRAY FULL)	The saddle stitch tray of the finisher is full of paper.	Remove the paper from the saddle stitch tray of the finisher.
READY (CHECK SADDLE STITCH STAPLER)	A staple jam has occurred in the stapler of the Saddle Stitch unit.	Remove the jammed staples. P.46 “Staple jam in the Saddle Stitch unit (MJ-1106)”
READY (CHECK SADDLE STITCH STAPLER)	No staples are left in the stapler of the Saddle Stitch unit.	Refill the staples. P.59 “Refilling Saddle Stitch unit staples (MJ-1106)”
READY (CHECK STAPLER)	A staple jam has occurred in the stapler of the Finisher.	Remove the jammed staples. P.42 “Clearing a Staple Jam”
READY (CHECK STAPLER)	No staples are left in the stapler of the Finisher.	Refill the staples. P.56 “Refilling With Staples”
READY(*** TONER NOT RECOGNIZED)	The toner cartridge indicated by *** is not installed at all or improperly so.	Install the toner cartridge correctly. P.48 “Replacing a Toner Cartridge”
	A toner cartridge not recommended by TOSHIBA is being used.	Use a TOSHIBA-recommended toner cartridge. P.48 “Replacing a Toner Cartridge”
READY (HOLE PUNCH DUST BIN IS FULL)	The hole punch dust bin is full of paper punchings.	Remove the paper punchings. P.65 “Cleaning the Hole Punch Dust Bin”
READY (FINISHER FULL)	The receiving tray of the finisher is full of paper.	Remove the paper from the receiving tray of the finisher.
READY (INNER TRAY FULL)	The exit tray of the equipment is full of paper.	Remove the paper from the exit tray of the equipment.
Cannot copy Check DEPARTMENT COUNTER	The number of originals to be scanned has exceeded the limit specified with the department code during scanning.	Ask your administrator for details of setting the limit for the number of copies.
Add paper	No paper remains in a drawer or on the bypass tray.	Set paper in the drawer or on the bypass tray. The touch panel indicates which drawer (or the bypass tray) has no paper. To set paper, refer to the ***Copying Guide***.
CALL FOR SERVICE	The equipment requires adjusting by a service technician.	Contact your service representative with the error code displayed on the right side of the touch panel. ⚠ **WARNING** **Never attempt to repair, disassemble or modify the equipment by yourself.** You could cause a fire or get an electric shock. Always contact your service representative for maintenance or repair of the internal parts of the equipment.
Examine stapler in the saddle stitch unit.	A staple jam has occurred in the stapler of the Saddle Stitch unit.	Remove the jammed staples. P.46 “Staple jam in the Saddle Stitch unit (MJ-1106)”
Check staple cartridge in the saddle stitch unit.	No staples remain in the stapler of the Saddle Stitch unit.	Refill the staples. P.56 “Refilling With Staples”
Check staple cartridge	No staples remain in the stapler of the Finisher.	Refill the staples. P.56 “Refilling With Staples”
Examine stapler.	A staple jam has occurred in the stapler of the Finisher.	Remove the jammed staples. P.42 “Clearing a Staple Jam”
Saving energy - press START button.	The equipment has entered into the energy saving mode since it has not been used for a certain time.	Press any of the [START], [COPY], [e-FILING], [SCAN], [PRINT], [FAX] and [ENERGY SAVER] buttons to clear the energy saving mode.
CHANGE DRAWER TO CORRECT PAPER SIZE	No paper suitable for the original is set.	Place suitable size paper for the original in the drawer.
Time for periodic maintenance	The equipment requires inspection and maintenance by a service technician.	Contact your service representative for maintenance.
POWER FAILURE	A job was interrupted by a power failure or some other reason.	The print or fax job may be incomplete. Press [JOB STATUS] to check whether any jobs are unfinished. To clear the messages, press the [FUNCTION CLEAR] button twice.

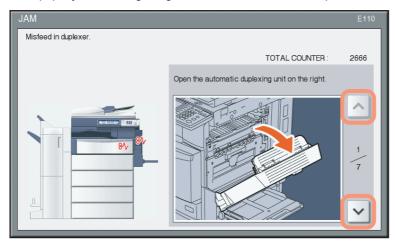
Message	Problem Description	Corrective Action
ERASING DATA	The Data Overwrite Enabler (optional) is clearing the data.	This message is displayed if the Data Overwrite Enabler (optional) is installed. You can operate the equipment while the message is displayed.
Check paper size setting on control panel for Bypass. Check the direction or size of the paper.	A paper jam has occurred because of a mismatch between the paper size placed in the bypass tray and the size registered for the bypass tray in the equipment.	Register the paper size correctly. Just releasing the paper jam does not prevent another one. P.37 “Clearing paper jams caused by a wrong paper size setting”
Misfeed in bypass.	The paper placed on the bypass tray jammed.	Remove the jammed paper and set the paper again.
Check the direction or size of the paper on the bypass tray and press START	The direction or the size of the paper placed on the bypass tray is incorrect.	Check the direction and the size of the paper and then replace it on the bypass tray.
	The side guides of the bypass tray do not fit the paper length.	Align the side guides of the bypass tray to the paper length.
Reboot the machine	An error has occurred in the equipment which has stopped normal operation.	Rebooting the equipment may correct the error. To reboot the equipment, turn the main power switch off and then on.
Toner near Empty (***)	Toner is running out. “***” indicates the color. (The colors are shown in abbreviations when two or more toners are running out: Y: yellow, M: magenta, C: cyan, and K: black)	Some toner is still left in the toner cartridge while this message is displayed. You do not have to replace the toner cartridge yet. Check the color of the toner on the touch panel and prepare the toner cartridge. (About another 1000 copies can be made after this message appears.) **Notes** • Replace the toner cartridge after the toner has completely run out. [Install new *** toner cartridge] is displayed at that time. • If you want to replace the toner cartridge though some toner is still left, follow the procedure below: P.51 “Replacing a “Near Empty” toner cartridge” • Black and white print is available while the other colors has run out. Neither color nor black and white print can be done when the black toner has run out.
Confirm waste toner box is attached and close waste toner box cover.	The waste toner box is not securely attached or the waste toner box cover is open.	Confirm the waste toner box is securely mounted and close the waste toner box cover. P.54 “Replacing the Waste Toner Box”
Dispose of used toner	The waste toner box is full.	Replace the waste toner box following the guidance displayed on the touch panel. P.54 “Replacing the Waste Toner Box”
Please Empty Hole Punch Waste	The Hole Punch Unit dust bin is full.	Remove the paper punchings. P.65 “Cleaning the Hole Punch Dust Bin”
Open the front cover, and clean the slit glass and main charger	The slit glass and the main charger need cleaning.	Clean the slit glass and the main charger. P.62 “Cleaning the slit glass” P.64 “Cleaning the main chargers”
Not enough Work Space to store originals Will you print out stored originals?	The internal memory available ran out during scanning.	To print out the data for the originals stored (scanned) until the message appeared, press [YES] on the touch panel. To delete the stored data, press [NO].
The number of originals exceeds the limits. Do you want to copy stored originals?	The number of originals to be scanned has exceeded the limit of 1000 sheets during scanning. (The magazine sort or page number function is used.)	Reduce the number of originals to be scanned, and try again.
The number of originals exceeds the limits. Will you copy stored originals?	The number of originals to be scanned has exceeded the limit of 1000 sheets during scanning.	To print out the data for the originals stored (scanned) until the message appeared, press [YES] on the touch panel. To delete the stored data, press [NO].

Error Codes

Error codes indicating the status of the equipment may appear on the touch panel. You can find the listings of these error codes in Chapter 7.

P.102 “Error Codes”

Clearing a Paper Jam

■ Locating a paper jam

The equipment stops printing when the original or paper is jammed. Paper jams are notified on the touch panel as follows:

The paper jam symbol helps you locate the paper jam.

1. Reversing Automatic Document Feeder (optional) (lower) (📖 P.15)
2. Reversing Automatic Document Feeder (optional) (upper) (📖 P.16)
3. Fuser unit (📖 P.21)
4. Automatic duplexing unit (📖 P.20)
5. Bypass tray (📖 P.20)
6. Drawer feeding portion (📖 P.17)
7. Large Capacity Feeder (📖 P.18) or Paper Feed Pedestal (both optional) (📖 P.18)
8. Jam releasing cover (📖 P.21)
9. Drawers (📖 P.19) or drawer of the Large Capacity Feeder (optional) (📖 P.19)
10. Bridge Unit (optional) (📖 P.23)
11. Hole Punch Unit (optional) (📖 P.24, 📖 P.28)
12. Saddle Stitch unit (optional) (📖 P.33)
13. Finisher (optional) (📖 P.24, 📖 P.28, 📖 P.32)

The picture of the hardware device shown on the touch panel differs depending on the Finisher options installed.

■ Clearing a paper jam

1 Clear the paper jam.

Clear the paper jam following the guidance shown on the touch panel. Press [^] or [v] to scroll the pages.

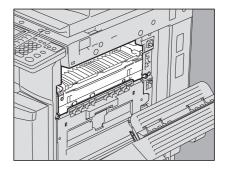
2 After clearing the jam, close all the opened covers.

The equipment starts to warm up. Follow the guidance on the touch panel.

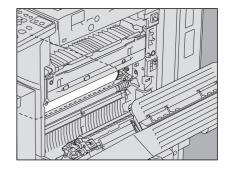
❑ Tips on removing jammed paper

Note the following points in removing the jammed paper.

Remove the jammed paper carefully so as not to tear it.

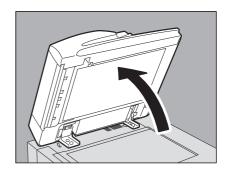
To avoid tearing the jammed paper, remove the paper slowly with both hands. Using force may tear the paper, making it more difficult to remove. See also that no pieces of torn paper are left inside the equipment.

When the paper jam sign remains after removing the jammed paper;

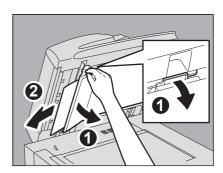
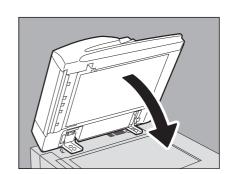
Depending on the timing of the occurrence, no jammed paper may be found where the paper jam sign indicates. If the sign does not disappear after you have removed the jammed paper, follow the steps as instructed on the touch panel.

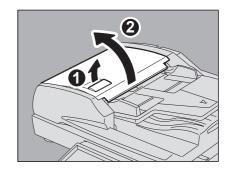
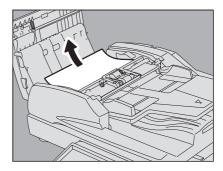
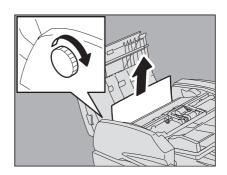
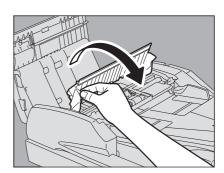
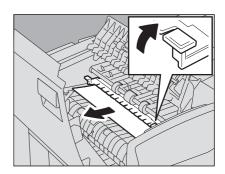
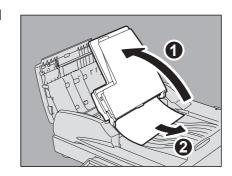
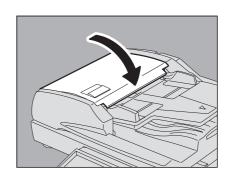
Do not touch the fuser unit or the metal portion around it.

⚠ CAUTION

Do not touch the fuser or the metal portion around it when you remove the jammed paper from the fuser unit. This could burn you or the shock could cause you to injure your hand in the machine.

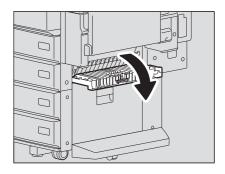
Do not touch the transfer belt.

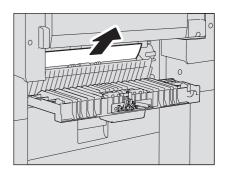
Do not touch the transfer belt when you remove the jammed paper inside the right side of the equipment. Doing so may damage the equipment or result in a poor output.

❑ If paper jams occur frequently

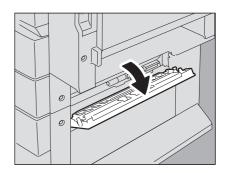
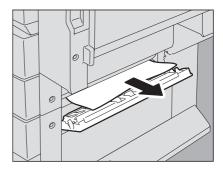
The following are the common causes of paper jams. If the problem persists, check for the following situations.
- An unsuitable original is placed on the Reversing Automatic Document Feeder.
- Paper unsuitable for the equipment is used.
- Paper sizes are not consistent between the size in a drawer or the bypass tray and the size registered in the equipment.
- All the jammed paper has not been removed.
- There is too little or too much of a gap between the paper and the side guide in the drawer.
- The amount of paper placed in a drawer exceeds the limit indicated on its side guide.
- Stiff and thick paper is used for duplex copying or printing. (This may occur only when A4, LT or smaller paper is set in a portrait direction. In this case, set the paper in a landscape direction or reverse the front and back sides of the paper.)

■ Paper jam in the Reversing Automatic Document Feeder (optional) (lower)

1 Open the Reversing Automatic Document Feeder.

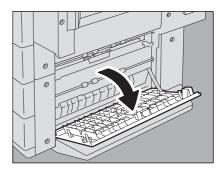
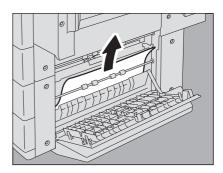
2 Lower the green lever, open the reverse cover and remove the original.

3 Close the Reversing Automatic Document Feeder.

■ Paper jam in the Reversing Automatic Document Feeder (optional) (upper)

1 **Raise the lever and open the upper cover.**

2 **Remove the jammed original(s).**

3 **Turn the inner green dial and remove the jammed original.**

4 **Raise the lever and open the transport guide.**

5 **Raise the guide plate under the transport guide, and remove the original under the guide plate.**

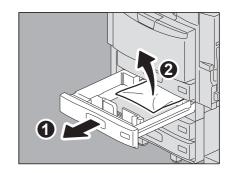
6 **Close the transport guide.**

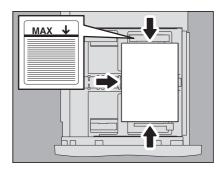
7 **Raise the original feeder tray and remove the original under the tray.**

8 **Lower the original feeder tray.**

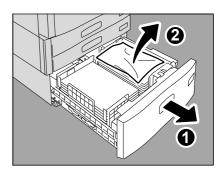
9 **Close the upper cover.**

■ Paper jam in the drawer feeding portion

1 **Open the feeder cover on the right side.**

2 **Remove the jammed paper from the drawer and close the feeder cover.**

■ Paper jam in the Large Capacity Feeder (optional)

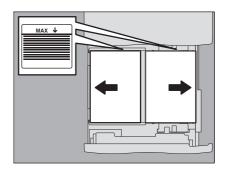
1 **Open the feeder cover of the Large Capacity Feeder on the right.**

2 **Remove the jammed paper and close the feeder cover.**

■ Paper jam in the Paper Feed Pedestal (optional)

1 **Open the feeder cover of the Paper Feed Pedestal on the right.**

2 **Remove the jammed paper and close the feeder cover.**

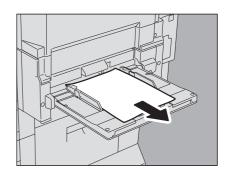
■ Paper jam in the drawers

1 **Open the paper source drawer, remove the paper and close it again.**

2 **Check that the guide width is correct, there is no folded/curled paper or overloading, and then close the drawer.**

Note

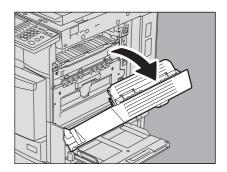
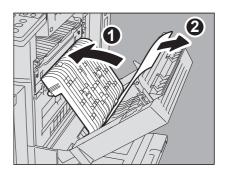
Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

■ Paper jam in the drawer of the Large Capacity Feeder (optional)

1 **Open the drawer of the Large Capacity Feeder, and remove the jammed paper.**

2 **Check that there is no folded/curled paper or overloading, and then close the drawer of the Large Capacity Feeder.**

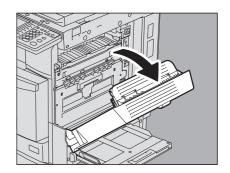
Note

Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

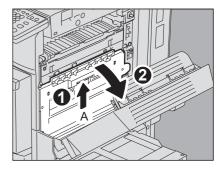
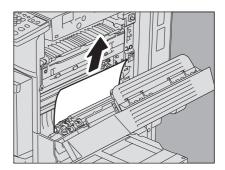
■ Paper jam in the bypass tray

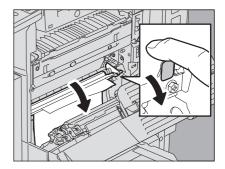
1 **Pull out the paper jammed on the bypass tray and place it again.**
If a sheet of paper is stained, folded or torn, replace it with a new one.

■ Paper jam in the automatic duplexing unit

⚠ **CAUTION**

- **Be careful not to let your fingers be caught between the equipment and the duplexing unit or automatic duplexing unit.**
  This could injure you.
- **Do not touch the metal portion of the guide plate in the duplexing unit or automatic duplexing unit as it could burn you.**
- **Do not touch the fuser unit or the metal portion around it.**
  Since they are very hot, you could be burned or the shock could cause you to get your hand injured in the machine.

1 **Open the automatic duplexing unit on the right.**

2 **Remove the jammed paper raising the paper guide.**

3 **Lower the paper guide and close the automatic duplexing unit.**
Be sure to firmly close both sides of the automatic duplexing unit.

■ Paper jam in the jam releasing cover

1 **Open the automatic duplexing unit on the right.**

2 **Open the jam releasing cover.**

Put your fingers into A, push it up to release the lock, and open the jam releasing cover.

3 **Remove the paper jammed on the lower side of the guide.**

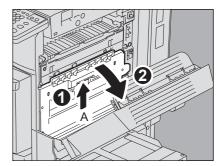
4 **Pull the green lever down, open the transport guide and then remove the paper.**

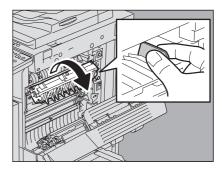
5 **Return the transport guide. Then close the jam releasing cover and automatic duplexing unit.**

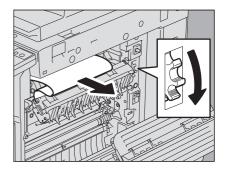
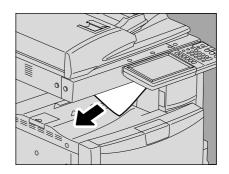
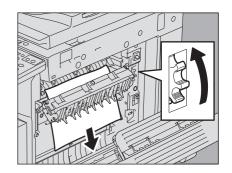
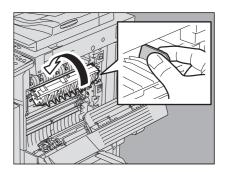
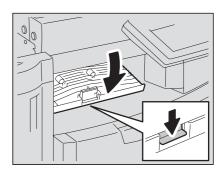
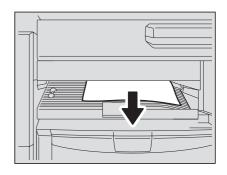
Be sure to securely close both sides of the jam releasing cover and the automatic duplexing unit.

■ Paper jam in the fuser unit

⚠ **CAUTION**

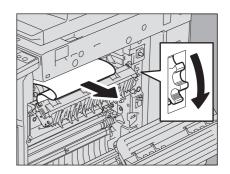
Do not touch the fuser unit or the metal portion around it.

Since they are very hot, you could be burned or the shock could cause you to injure your hand in the machine.

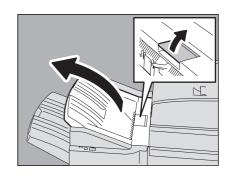
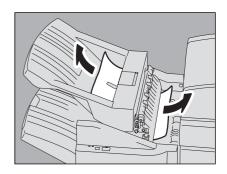
1 **Open the automatic duplexing unit on the right.**

2 **Open the jam releasing cover.**

Put your fingers into A, push it up to release the lock and open the jam releasing cover.

3 **Pull the green lever down and open the transport guide.**

If no jammed paper can be found on the paper exit side, go to step 6.

4 **Turn the green dial downward to move the paper up.**

5 **Remove the jammed paper from the receiving tray.**

6 **Turn the green dial upward to move the paper down, then remove it.**

7 **Close the transport guide holding the green lever.**

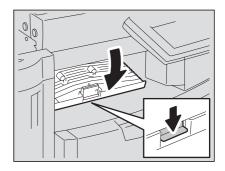
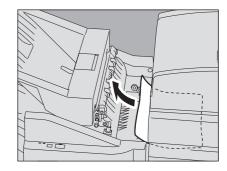
8 **Close the jam releasing cover and the automatic duplexing unit.**
Be sure to securely close both sides of the jam releasing cover and of the automatic duplexing unit.

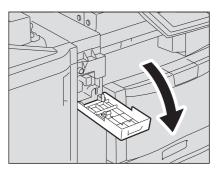
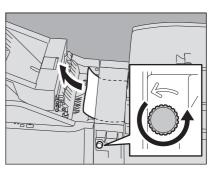
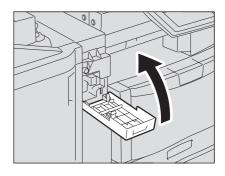
■ Paper jam in the Bridge Unit (optional)

1 **Open the cover holding the handle of the Bridge Unit.**

2 **Remove the jammed paper inside the Bridge Unit.**

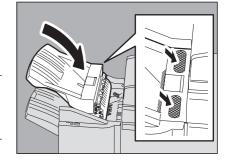
Tip

If the jammed paper cannot be removed because the right side is caught by the fuser unit, follow the steps on 📖 P.21 "Paper jam in the fuser unit".

3 **Close the cover of the Bridge Unit.**

■ Paper jam in the Finisher MJ-1101 and the Hole Punch Unit MJ-6103 (both optional)

Paper Jam in the upper receiving tray

1 **Raise the lever and open the upper receiving tray of the finisher.**

2 **Remove the jammed paper.**

3 **Open the cover holding the handle of the Bridge Unit.**
When the Hole Punch Unit MJ-6103 is installed, proceed to step 5.

4 **Remove the jammed paper.**
Proceed to step 8.

When the Hole Punch Unit MJ-6103 is installed

5 **Open the cover of the Hole Punch Unit.**

6 **Turn the green knob to get the jammed paper out.**

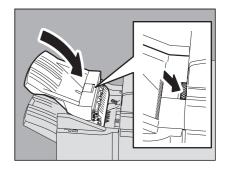
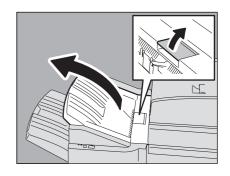
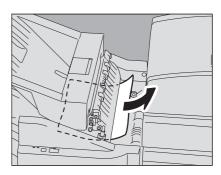
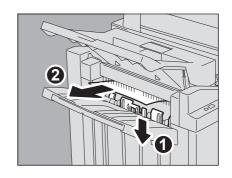
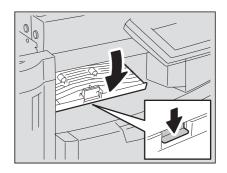
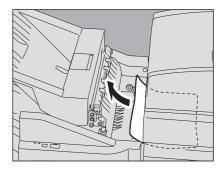
7 **Close the cover of the Hole Punch Unit.**

8 **Close the cover of the Bridge Unit.**

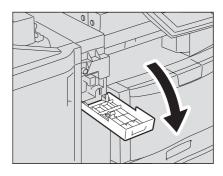
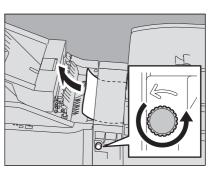
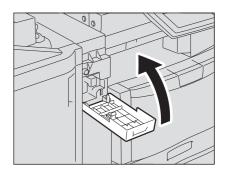
9 **Close the upper receiving tray of the finisher.**

Place your hands on the near and far side of the lever and push to close the tray until it clicks.

⚠ **CAUTION**

Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

Tip

The upper receiving tray of the finisher can also be closed by pressing the right side of the lever.

Jam in the lower receiving tray.

1 **Raise the lever and open the upper receiving tray of the finisher.**

2 **Remove the jammed paper.**

3 **Lower the shutter of the paper exit portion and remove the paper.**

4 **Open the cover holding the handle of the Bridge Unit.**
When the Hole Punch Unit MJ-6103 is installed, proceed to step 6.

5 **Remove the jammed paper.**
Proceed to step 9.

When the Hole Punch Unit MJ-6103 is installed

6 **Open the cover of the Hole Punch Unit.**

7 **Turn the green knob to get the jammed paper out.**

8 **Close the cover of the Hole Punch Unit.**

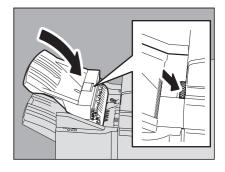
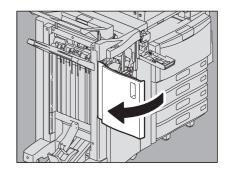
9 **Close the cover of the Bridge Unit.**

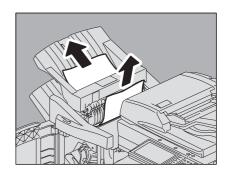
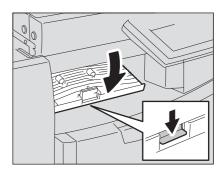
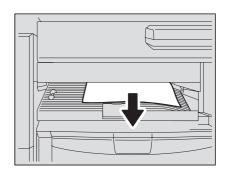
10 **Close the upper receiving tray of the finisher.**

Place your hands on the near and far side of the lever and push to close the tray until it clicks.

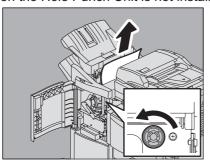
⚠ **CAUTION**

Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

Tip

The upper receiving tray of the finisher can also be closed by pressing the right side of the lever.

■ Paper jam in the Saddle Stitch Finisher MJ-1106 and the Hole Punch Unit MJ-6103 (both optional)

1 **Raise the lever and open the upper receiving tray of the finisher.**

2 **Open the cover of the Hole Punch Unit when it is installed.**

3 **Open the front cover of the finisher.**

4 **Remove the jammed paper from the right or left.**

5 **Open the cover holding the handle of the Bridge Unit.**

6 **Remove the jammed paper inside the Bridge Unit.**

7 **If the paper size is small, turn the knob shown in the following figures to send the paper, and then remove the jammed paper.**

Note

When the Hole Punch Unit is installed, open the front cover of the finisher and turn the 2 knobs at the same time.

When the Hole Punch Unit is not installed

When the Hole Punch Unit is installed

8 **Lower the shutter of the paper exit portion and remove the paper.**

9 **Close the cover of the Bridge Unit.**

10 **Close the upper receiving tray of the finisher.**

Place your hands on the near and far side of the lever and push to close the tray until it clicks.

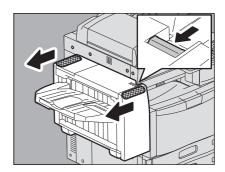
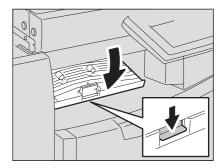
⚠ **CAUTION**

Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

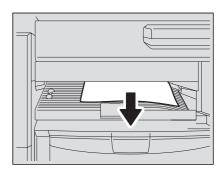
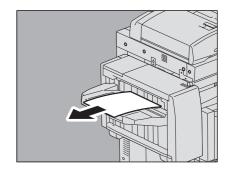
Tip

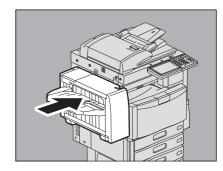
The upper receiving tray of the finisher can also be closed by pressing the right side of the lever.

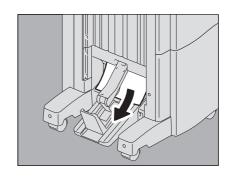
11 **Close the cover of the Hole Punch Unit when it is installed.**

12 **Close the front cover of the finisher.**

■ Paper jam in the Hanging Finisher MJ-1031 (optional)

⚠ CAUTION

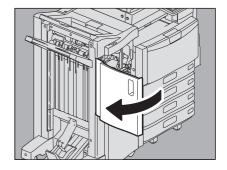
Be careful not to let your fingers be caught between the equipment and the finisher (optional).
This could injure you.

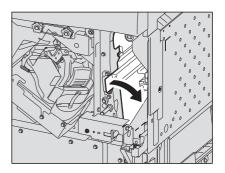
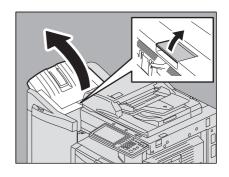
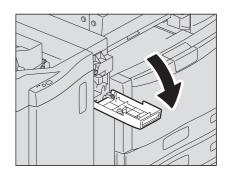
1 **Separate the finisher from the equipment.**
Press the lever to unlock the finisher and slowly separate it from the equipment, placing both of your hands on the front and back of the finisher.

2 **Open the cover holding the handle of the Bridge Unit.**

3 **Remove the jammed paper inside the Bridge Unit.**

4 **Close the cover of the Bridge Unit.**

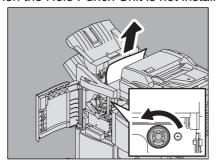
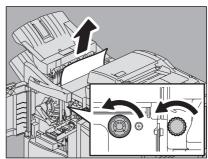
5 **Remove the jammed paper in the exit portion.**

6 **Connect the finisher to the equipment.**

Note

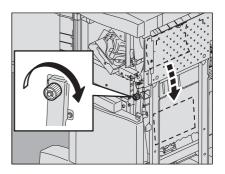
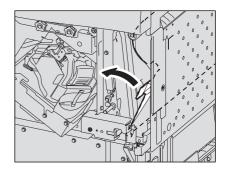
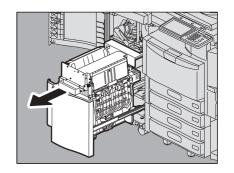
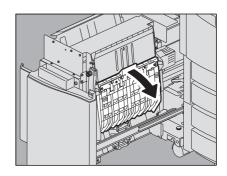
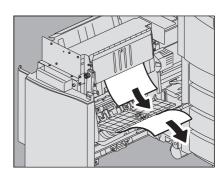
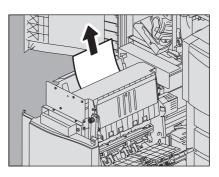
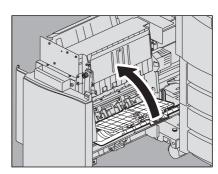
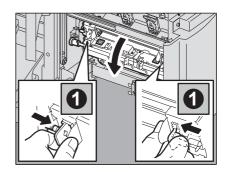
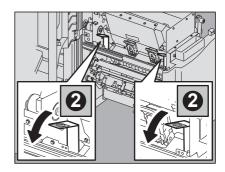
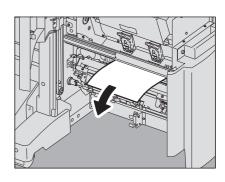
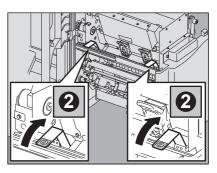
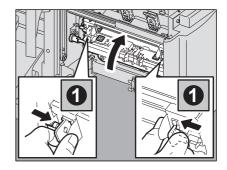
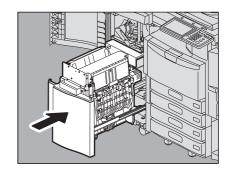
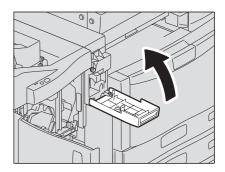
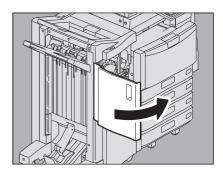
Move the finisher slowly toward the equipment, placing both of your hands on the front and the back of the finisher.

■ Paper jam in the Saddle Stitch unit (optional)

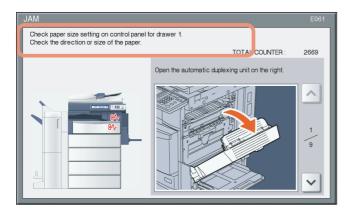
The Saddle Stitch unit is inside the Saddle Stitch Finisher MJ-1106.

1 **Remove the jammed paper from the exit side of the Saddle Stitch unit.**

2 **Open the front cover of the finisher.**

3 **Holding the green knob, move the guide to the right.**

4 **Raise the lever and open the upper receiving tray of the finisher.**

5 **Open the cover of the Hole Punch Unit when it is installed.**

6 **Turn the knob shown in the following figures to send the paper, and then remove the jammed paper.**

Note

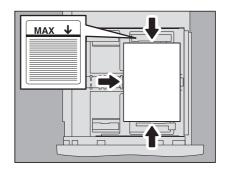
When the Hole Punch Unit is installed, open the front cover of the finisher and turn the 2 knobs at the same time.

When the Hole Punch Unit is not installed

When the Hole Punch Unit is installed

Some jammed paper may get inside of the Saddle Stitch unit depending on the location where the jamming occurs. In this case, follow step 7.

7 **Turn the green knob to lower the paper until it is hidden.**

8 **Holding the green knob, return the guide to the left.**

9 **Pull out the Saddle Stitch unit until it stops.**

10 **Open the transport guide on the right side.**

11 **Remove the jammed paper.**

12 **Remove the paper from the inside of the Saddle Stitch unit.**

13 **Close the transport guide.**

14 **Holding both green knobs with your fingers, open the transport guide on the left.**

15 **Lower the two green levers.**

16 **Remove the paper.**

17 **Raise the two green levers.**

18 **Holding both green knobs with your fingers, close the transport guide on the left.**

19 **Return the Saddle Stitch unit to its original position.**

20 **Close the cover of the Hole Punch Unit when it is installed.**

21 **Close the front cover of the finisher.**

■ Clearing paper jams caused by a wrong paper size setting

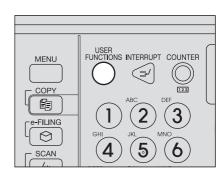
Paper jams occur when there is a mismatch between the size of the paper in a drawer or the bypass tray and the one registered for the corresponding drawer or the bypass tray in the equipment. “Check paper size setting on control panel for drawer N. Check the direction or size of the paper.” or “Check paper size setting on control panel for Bypass. Check the direction or size of the paper.” appears on the touch panel.

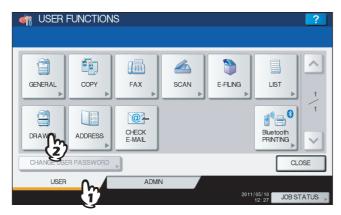
In this case, just clearing the jammed paper does not prevent another paper jam. Be sure to follow the procedure below.
Troubleshooting differs depending on how the paper jam has occurred:

📖 P.38 “Jam when making copies or prints (using a drawer)”
📖 P.39 “Jam when making copies or prints (using the bypass tray)”
📖 P.40 “Jam when printing from the FAX”

❑ Jam when making copies or prints (using a drawer)

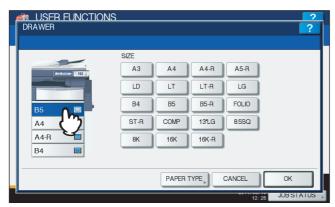
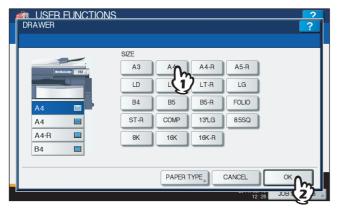
1 **Clear the paper jam following the guidance shown on the touch panel.**

2 **Open the paper source drawer, check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer.**

Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

3 **Close all the drawers or covers.**

4 **Press [YES] when "Cancel print job?" appears.**

The print job is canceled.

If you do not want to cancel the print job

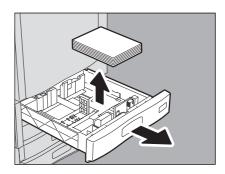
To restart the job without canceling it, replace the paper in the drawer with that corresponding to the size set in the equipment after the paper jam is cleared. Then if you press [NO] in step 4, the job can be restarted. In this case, it is not necessary to follow step 5 and later.

5 **Press the [USER FUNCTIONS] button on the control panel.**

6 **Press the [USER] tab to enter the [USER] menu, and [DRAWER].**

7 **Press the drawer button indicated in the message.**

8 **Press the paper size button corresponding to the paper placed in the drawer, and [OK].**

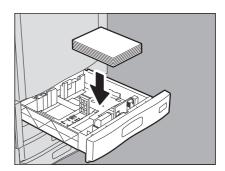
9 **Press the [USER FUNCTIONS] button to return to the basic menu and try copying or printing again.**

❑ Jam when making copies or prints (using the bypass tray)

1 **Clear the paper jam following the guidance shown on the touch panel. Then close all the covers.**

2 **Press [YES] when “Cancel print job?” appears.**

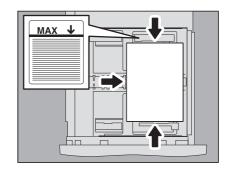
The print job is canceled.

If you do not want to cancel the print job

To restart the job without canceling it, replace the paper on the bypass tray with that corresponding to the size set in the equipment after the paper jam is cleared. Then if you press [NO] in step 2, the job can be restarted. In this case, it is not necessary to follow step 3 and later.

3 **Place the paper on the bypass tray and set the paper size.**

4 **Try copying or printing again.**

❑ Jam when printing from the FAX

1 **Pull out the drawer in which paper jams occurred and remove all the paper from it.**

2 **Place the paper corresponding to the set size in the drawer.**

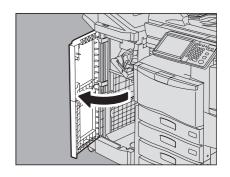
3 **Check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer.**

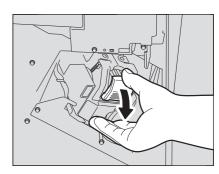
Note

Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

4 **Clear the paper jam following the guidance shown on the touch panel. Then close all the drawers and covers.**

Printing resumes.

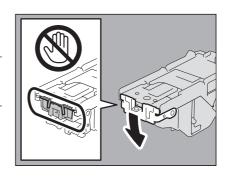
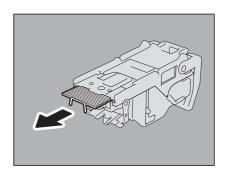
Clearing a Staple Jam

When a staple jam has occurred in the stapler of the Finisher or Saddle Stitch unit, clear the jam following the procedure below.

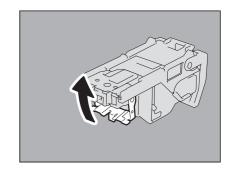
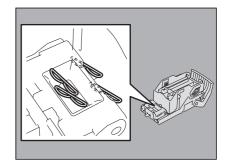
📖 P.42 "Staple jam in the Finisher"
📖 P.46 "Staple jam in the Saddle Stitch unit (MJ-1106)"

■ Staple jam in the Finisher

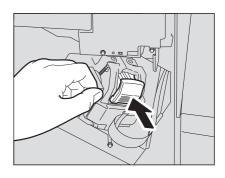
❑ Finisher MJ-1101 / MJ-1106

1 Open the front cover of the finisher.

An illustration of MJ-1101 is given in the right-hand figure.

2 Remove the staple cartridge.

3 Lower the guide while holding the knob.

⚠ **CAUTION**

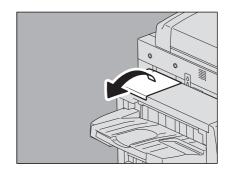
Do not touch the stapling area.
The actual needle point could cause you personal injury.

4 Remove the jammed staples.

5 **Holding the knob, raise the guide, and return it to its original position.**

6 **Remove the staples fallen between the staple cartridge and the staple case or the ones in the staple receiver.**

7 **Fit the staple cartridge into the stapler.**

When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that the bracket will not move.
Insert the cartridge until it is caught by the latch and fixed with a click.

8 **Close the front cover of the finisher.**

❑ Hanging Finisher MJ-1031 (optional)

⚠ **CAUTION**

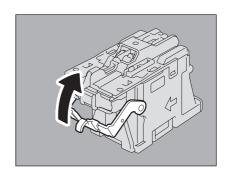
Be careful not to let your fingers be caught between the equipment and the finisher (optional).
This could injure you.

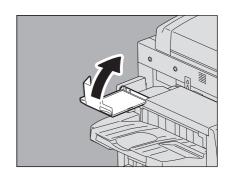
1 **Separate the finisher from the equipment.**
Press the lever to unlock the finisher and slowly separate it from the equipment, placing both of your hands on the front and back of the finisher.

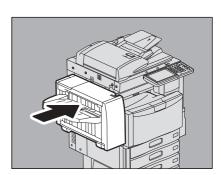
2 **Open the staple cartridge unit cover.**

3 **Remove the staple cartridge.**

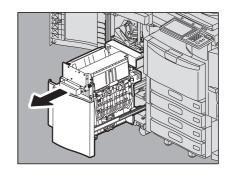
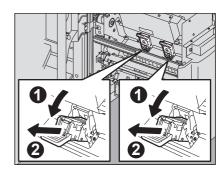
4 **Lower the guide while holding the knob.**

⚠ **CAUTION**

Do not touch the stapling area.
The actual needle point could cause you personal injury.

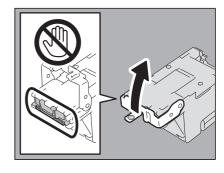
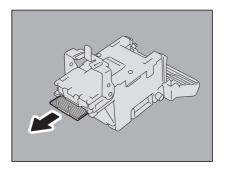
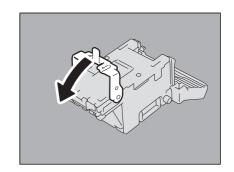
5 **Remove the jammed staples.**

6 **Holding the knob, raise the guide, and return it to its original position.**

7 **Fit the staple cartridge on the stapler.**
Insert the cartridge until it is caught by the latch and fixed with a click.

8 **Close the staple cartridge unit cover.**

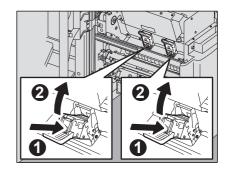
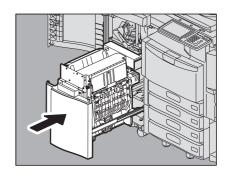
9 **Connect the finisher to the equipment.**

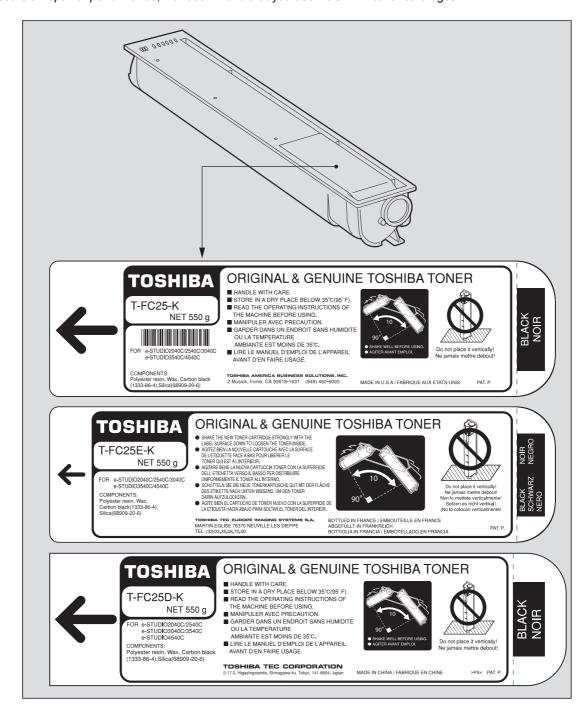
Note

Slowly move the finisher toward the equipment by placing both of your hands on the front and the back of the finisher.

■ Staple jam in the Saddle Stitch unit (MJ-1106)

1 **Open the front cover of the finisher, and pull out the Saddle Stitch unit until it stops.**

2 **Remove the staple cartridge.**

3 **Raise the guide while holding the knob.**

⚠ **CAUTION**

Do not touch the stapling area.
The actual needle point could cause you personal injury.

4 **Remove the jammed staples.**

5 **Holding the knob, lower the guide, and return it to its original position.**

6 **Fit the staple cartridge.**

Insert the cartridge until it is caught by the latch and secured with a click.

7 **Return the Saddle Stitch unit to its original position. Close the front cover of the finisher.**

Replacing a Toner Cartridge

When the toner cartridge runs out, the message “Install New *** (color name) toner cartridge” appears. Replace the toner cartridge following the procedure below when you see this message.

To assure an optimal performance, we recommend that you use TOSHIBA toner cartridges.

Recommended toner cartridges

To assure optimal printing performance, we recommend that you use only genuine TOSHIBA toner cartridges. If you use a TOSHIBA-recommended toner cartridge, you can utilize the following three functions of this equipment:

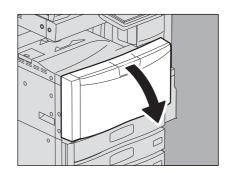
Cartridge detecting function:
This function checks if the toner cartridge is correctly installed and notifies you if it is not.

Toner remaining check function:
This function notifies you when there is little toner remaining in the cartridge, as well as notifying it to your authorized service representative automatically by the remote service.

Image quality optimization function:
This function controls image quality according to the characteristics of the toner to be used and enables you to print images of an optimal quality.

If you are using a toner cartridge other than the one we recommend, the equipment may not be able to detect whether it is installed or not. Therefore, even if the toner cartridge is correctly installed, the error message “TONER NOT RECOGNIZED” appears on the touch panel and printing may not be performed. You may also not be able to utilize the image quality optimization function, the toner remaining check function and the remote service function notifying your authorized service representative automatically.
If you are using a toner cartridge other than the one we recommend, toner is not recognized. If this is a problem for you, please contact your service representative. Remember you will not be able to utilize the Toner remaining check function and Image quality optimization function as we mentioned.

⚠ **WARNING**

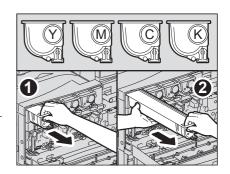
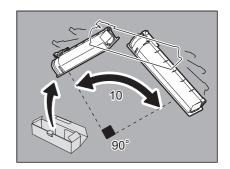
Never attempt to incinerate toner cartridges.
Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

Note

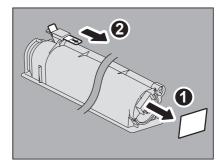
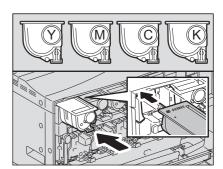
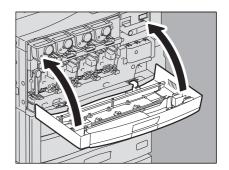
Do not touch the parts on the circuit board mounted on the toner cartridge because they may be damaged.

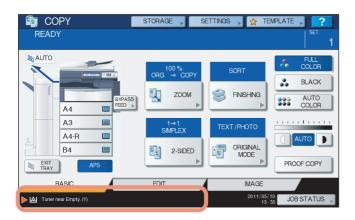
Tip

Some toner is still left in the toner cartridge while the message “Toner near Empty” is displayed. You do not have to replace the toner cartridge yet, but if you choose to do so, follow the procedure 📖 P.51 “Replacing a “Near Empty” toner cartridge”.

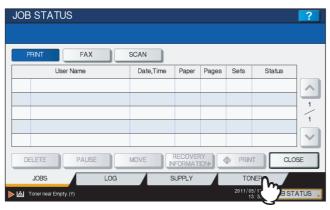
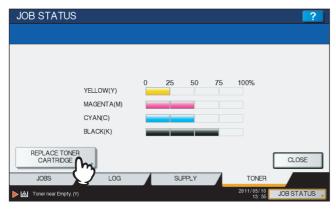
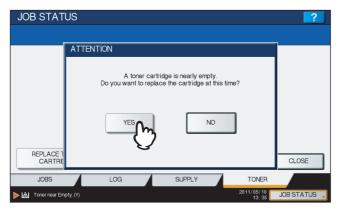
1 Open the front cover of the equipment.

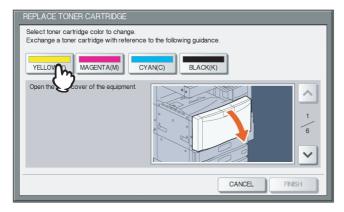
2 Pull out the color toner cartridge to be replaced.

1) Put your fingers in the upper groove and slowly pull out the toner cartridge.
2) When the cartridge has been pulled out more than halfway, support it with your hand while pulling it straight out.

⚠ WARNING

Never attempt to incinerate toner cartridges.
Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

3 Shake the new toner cartridge strongly with its label side down to loosen the toner inside.

4 Peel off the seal from the side, and then pull out the seal in the direction of the arrow.

5 Insert the new toner cartridge straight until it stops.

6 Close the front cover pressing both edges.

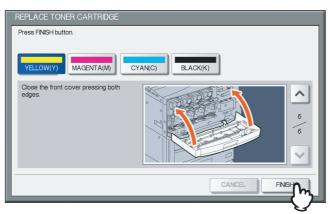
■ Replacing a “Near Empty” toner cartridge

The message “Toner near Empty” appears on the touch panel when there is not much toner left in a toner cartridge.

Some toner is still left in the toner cartridge while the message “Toner near Empty” is displayed. You do not have to replace the toner cartridge yet, but if you choose to do so, follow the procedure below.

1 Press [JOB STATUS].

2 Press the [TONER] tab.

3 **Press [REPLACE TONER CARTRIDGE].**

4 **To replace a toner cartridge, press [YES]. To cancel, press [NO].**

If you press [YES], go to the next step. If you press [NO], the previous screen appears.

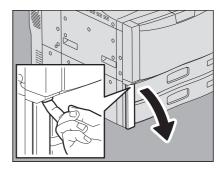
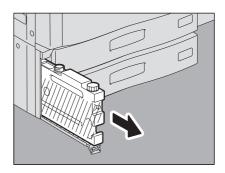
5 **Press the button for the color you intend to replace.**

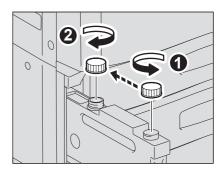
6 **To replace the toner cartridge, press [YES]. To cancel, press [NO].**

If you press [YES], go to the next step. If you press [NO], the previous screen appears.

7 **Replace the toner cartridge.**

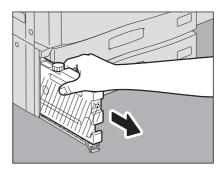
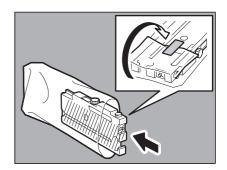
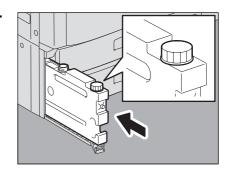
See 📖 P.48 “Replacing a Toner Cartridge” for the correct procedure.

8 **Press [FINISH].**

Replacing the Waste Toner Box

When the waste toner box becomes full, the symbol for replacement of the waste toner box blinks and the message "Dispose of used toner" appears. Replace the waste toner box following the procedure below.

⚠ **CAUTION**

Never attempt to incinerate waste toner boxes.
Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

1 **Open the waste toner box cover.**

2 **Pull out the waste toner box until you can see its opening.**

3 **Put the cap on the opening of the waste toner box.**
1) Loosen and take off the cap on the front top of the waste toner box.
2) Put the cap firmly on the opening of the waste toner box.

4 **Take out the waste toner box.**

⚠ **CAUTION**

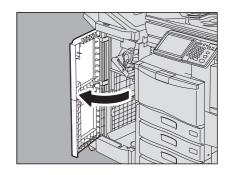
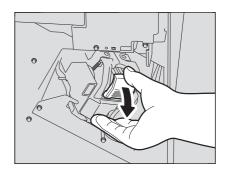
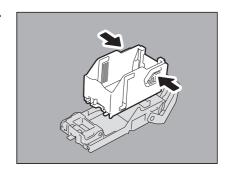
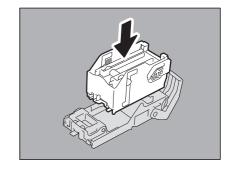
Never attempt to incinerate waste toner boxes.
Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

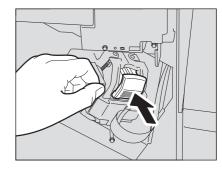
5 **Put the used waste toner box in the plastic bag and seal it with adhesive tape.**

6 **Push a new waste toner box into the slot until it stops.**

7 **Close the waste toner box cover.**

Refilling With Staples

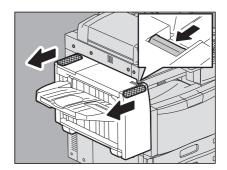
Refill with staples according to the following procedures when the staples in the stapler of the finisher and Saddle Stitch unit run out.
📖 P.56 “Refilling Finisher staples”
📖 P.59 “Refilling Saddle Stitch unit staples (MJ-1106)”

■ Refilling Finisher staples

❑ Finisher MJ-1101 / MJ-1106

1 Open the front cover of the finisher.
An illustration of MJ-1101 is given in the right-hand figure.

2 Remove the staple cartridge.

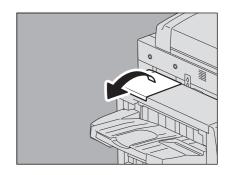
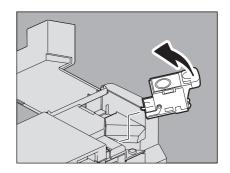
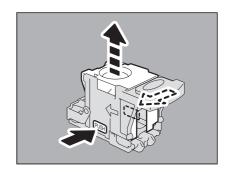
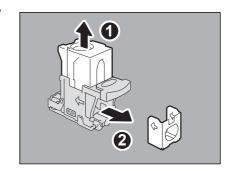
3 Take the empty staple case out of the staple cartridge.
Pull up the empty staple case while pushing both sides as shown in the figure.

4 Fit a new staple case on the staple cartridge.
Push the staple case hook into the staple cartridge socket until you hear a click.

5 **Fit the staple cartridge into the stapler.**
When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that it will not move.
Insert the cartridge until it is caught by the latch and fixed with a click.

6 **Close the front cover of the finisher.**

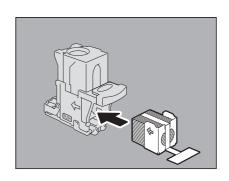
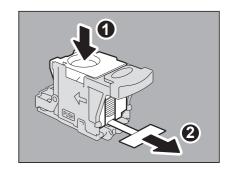
Tip

If the message “Check staple cartridge” remains, repeat the procedure above from steps 1 to 6.

❑ Hanging Finisher MJ-1031

⚠ **CAUTION**

Be careful not to let your fingers be caught between the equipment and the finisher (optional).
This could injure you.

1 **Separate the finisher from the equipment.**
Press the lever to unlock the finisher and slowly separate it from the equipment, placing your hands on the front and rear of the finisher.

2 **Open the staple cartridge unit cover.**

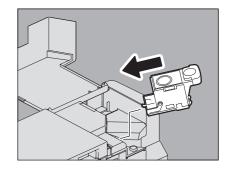
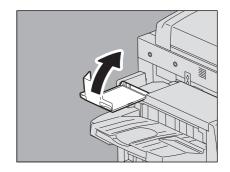
3 **Remove the staple cartridge.**

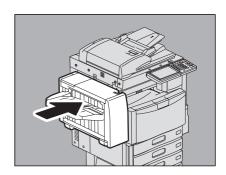
4 **Press the buttons on both sides of the cartridge.**

The transparent cover of the cartridge is lifted.

5 **After the transparent cover is lifted, remove the empty staple case.**

6 **Fit the new staple case into the staple cartridge.**

Push the staple case into the cartridge until it clicks.

Note

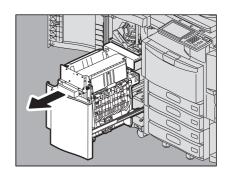
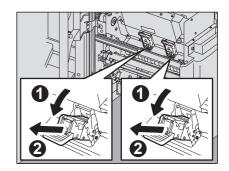
In this step, do not remove the seal bundling the staples.

7 **Push the transparent cover down to its original position, and pull out the seal bundling the staples**

8 **Fit the staple cartridge into the stapler.**

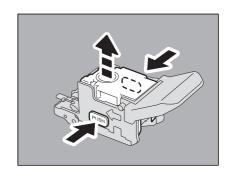
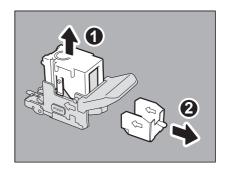
Insert the staple cartridge until it is caught by the latch of the staple cartridge and is fixed with a click.

9 **Close the staple cartridge unit cover.**

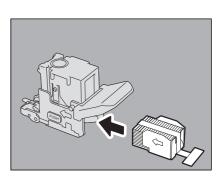
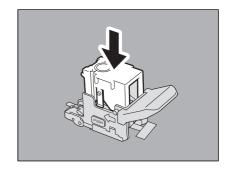
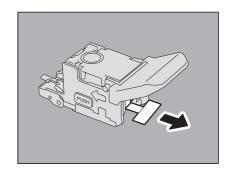
10 **Connect the finisher to the equipment.**

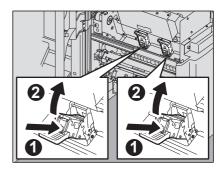
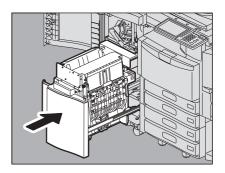
Note

Move the finisher slowly toward the equipment, placing both of your hands on the front and the back of the finisher.

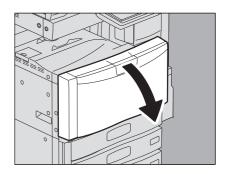
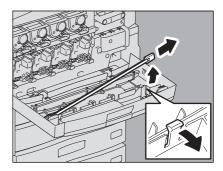
Tip

If the message “Check staple cartridge” remains, repeat the procedure above from steps 1 to 10.

■ Refilling Saddle Stitch unit staples (MJ-1106)

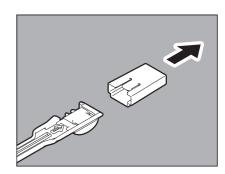
When the staples of the stapler in the Saddle Stitch Finisher MJ-1106 have run out, refill the staples following the procedure below.

1 **Open the front cover of the finisher, and pull out the Saddle Stitch unit until it stops.**

2 **Remove the staple cartridges.**
Replace both cartridges at a time.

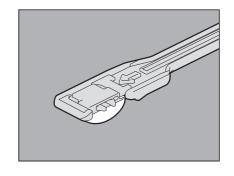
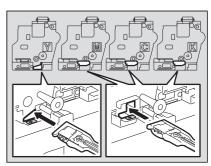
3 **Press the buttons on both sides of the cartridge.**
The transparent cover of the cartridge is lifted.

4 **After the transparent cover is lifted, take the empty staple case out of the cartridge.**

5 **Fit the new staple case into the staple cartridge.**
Insert it to the rear until it clicks.

At this step, do not remove the seal bundling the staples.

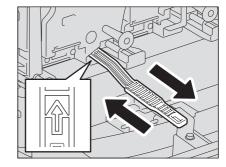
6 **Press down the transparent cover of the cartridge.**
Press it down until it clicks.

7 **Pull out straight the seal bundling the staples.**

8 **Fit the staple cartridge.**

Insert the cartridge until it is caught by the latch of the staple cartridge and is fixed with a click.

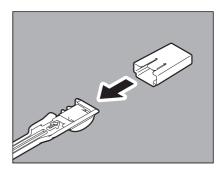
9 **Return the Saddle Stitch unit to its original position. Close the front cover of the finisher.**

Cleaning the Slit Glass and Main Chargers

Follow the procedure below to clean the slit glass and the main chargers.

■ Cleaning the slit glass

1 Open the front cover of the equipment.

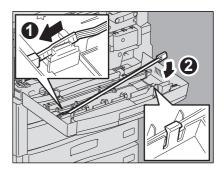
2 The slit glass cleaner is placed inside the front cover. Press and release the latch of the holder to take out the slit glass cleaner.

3 Remove the white cap.

Notes

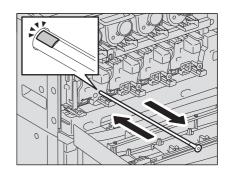
- Do not touch the slit glass cleaner pad, because the toner on the pad may stick to your hands and the cleaner pad may be stained.
- Use the slit glass cleaner with its pad side facing down.

4 Insert the cleaner through the service hole of each developer unit to clean the slit glass.

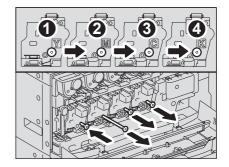
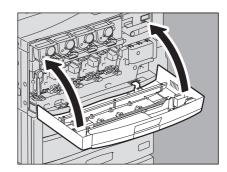
5 **Carefully insert the cleaner straight all the way in, and then pull it back out. Repeat this a couple of times for each color.**

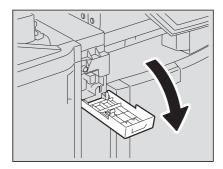
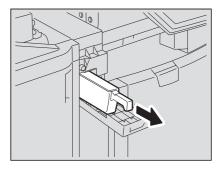
Notes

- For yellow: insert the cleaner until the arrow mark on the cleaner is hidden.
- For the other colors: insert the cleaner until it stops on the line next to the point of the arrow.

6 **Mount the white cap.**

Note

Do not touch the slit glass cleaner pad, the toner on the pad may stick to your hands and the cleaner pad may be stained.

7 **Attach the cleaner to the front cover.**

Note

Check that the cleaner is securely held by the latch.

■ Cleaning the main chargers

1 **Carefully pull out the cleaner for yellow until the red mark appears. Repeat inserting and pulling out two times.**

2 **Carefully insert the cleaner for yellow until it stops, and do the same for the other colors in turn two times.**

3 **Close the front cover pressing both edges.**

Cleaning the Hole Punch Dust Bin

When the hole punch dust bin becomes full, dispose of the paper punchings following the procedure below.

1. **Open the cover of the Hole Punch Unit.**

2. **Pull out the hole punch dust bin.**

3. **Dispose of the paper punchings.**

4. **Push back in the hole punch dust bin.**

5. **Close the cover of the Hole Punch Unit.**

2

TROUBLESHOOTING FOR COPYING

This chapter describes how to troubleshoot the problems on copying and copy output.

Copying Problems

See the table below when you have a problem in operating copy function or have an unexpected copy output.

Problem Description	Cause	Corrective Action
Functions cannot be set.	Another function that is unavailable for the combination has already been set.	Some functions cannot be combined. For details, refer to Chapter 8 of the ***Copying Guide***.
Copying stops during scanning of the originals. (The message "The number of originals exceeds the limits Will you print out stored originals?" appears.)	The number of scanned pages has reached the maximum.	To copy the scanned images, press [YES]. To cancel, press [NO].
Copying stops during scanning of the originals. (The message "Not enough Work Space to store originals Will you print out stored originals?" appears.)	No available internal memory remains.	To copy the scanned images, press [YES]. To cancel, press [NO].
Copied image is too light.	No toner is left.	The message "Install new Black (Cyan, Magenta or Yellow) cartridge" appears when no toner is left. Replace the toner cartridge of the color the message indicates. P.48 "Replacing a Toner Cartridge"
	Copy density is set too light.	Darken the density manually or try the automatic density mode.
Copied image is too dark.	Copy density is set too dark.	Lighten the density manually or try the automatic density mode.
Copied image has stains.	The Original Cover (optional) or the Reversing Automatic Document Feeder (optional) is not fully lowered.	Lower it fully to block outside light.
	The original glass, platen sheet, scanning area and guide are stained.	Clean them. P.116 "Regular Maintenance"
	The copy density is set too dark.	Lighten the density manually or try the automatic density mode.
	A transparent original such as a transparency or tracing paper is being used.	To copy a transparent original clearly, put a sheet of blank, white paper behind the original. Make sure that the paper is large enough to cover the original.
Copy image is skewed.	The original is sent from the Reversing Automatic Document Feeder (optional) at a skew.	Replace the original while aligning the side guides of the Reversing Automatic Document Feeder to its width so that it will be placed straight.
Copied image is partially missing.	The size or orientation of the copy paper and that of the original are not consistent. The reduction ratio is not properly set.	Fit the copy paper size to the original or set the reduction ratio for the copy paper.
	The binding margin is too wide.	Set the binding margin width to fully cover the original. For details, refer to Chapter 4 of the ***Copying Guide***.
	The original is larger than the printable area.	The outside part of the printable area cannot be copied. The Full Image function enables you to copy the whole image of the original in the 95 - 99% reduction ratio.
Copied image is blurred.	There is a gap between the original glass and the original.	Lower the Original Cover (optional) or the Reversing Automatic Document Feeder (optional) fully so that the original fully contacts the platen glass.
	The copy paper is damp.	Replace it with dry copy paper.

Problem Description	Cause	Corrective Action
Copied image has unevenness in the horizontal direction.	The main charger is stained.	Clean the main charger. P.62 “Cleaning the Slit Glass and Main Chargers”
Copied image has black streaks in the horizontal direction.	The scanning area or guides are stained.	Clean them. P.116 “Regular Maintenance”
Copied image has white streaks in the horizontal direction.	The slit glass is stained.	Clean the slit glass. P.62 “Cleaning the Slit Glass and Main Chargers”
A color original is copied in black and white even if [AUTO COLOR] is selected for the color mode.	Some color originals may be copied in black and white: • Originals with very little colored part • Overall blackish originals • Originals in light color	Set the color mode to [FULL COLOR]. You can change the criterion for determining whether an original is black and white or color. For further information, refer to the ***MFP Management Guide***.
A black-and-white original is copied in color even if [AUTO COLOR] is selected for the color mode.	Some black and white originals may be copied in color: • Yellowed originals • Originals with background color	Set the color mode to [BLACK]. You can change the criterion for determining whether an original is black and white or color. For further information, refer to the ***MFP Management Guide***.

3

TROUBLESHOOTING FOR PRINTING

This chapter describes how to troubleshoot the problems on printing.

Print Job Problems

This section describes how to clear the print jobs errors.

■ Clearing print job errors

Problem Description

A print job error occurs and [JOB STATUS] blinks when the paper specified by the computer is not set in the drawers of the equipment.

Corrective Action

Clear the error following the procedure below.

To print by placing paper on the bypass tray

1 Press the [JOB STATUS] which is blinking.

2 Place paper of the size specified with the computer on the bypass tray, and press the [START] button.

Printing is performed. Press [JOB STATUS] when printing has been completed.

Printing by selecting a paper size already placed in another drawer

You can perform printing with the paper already placed in the drawers. Some part of the image may not be printed, however, if the paper size in the drawer is smaller than the one you have specified.

Press the drawer button you intend to use on the touch panel and press the [START] button.

■ Cannot remember the document password for a Private Print job

Problem Description

I cannot remember the document password for my Private Print job.

Corrective Action

The document password for a Private Print job is never shown, once the job has been sent to the equipment.
To print the failed Private Print job, submit the document again as a new Private Print job.

The failed Private Print job remains unprinted in the job queue. To delete it, either way below is required. Contact the administrator of the equipment.

- Enter the administrator’s password in the Private Print job list on the touch panel and delete the job.
  For details, refer to the ***Printing Guide***.
- Log on to TopAccess with the administrator’s password and delete the job in the Print Job list.
  For details, refer to the ***TopAccess Guide***.

■ Printing a document including many graphics takes time

Problem Description

It takes time to print a document including many graphics from a Universal Printer Driver (PCL6).

Corrective Action

Since this may happen occasionally, clear the [JPEG Compression] check box of the [PDL Settings] tab in [Customization] of the [Device Settings] tab before printing such documents.

Printer Driver Problems

This section describes the troubleshooting for the printer drivers.

Tip

For the error messages that appear during the installation of the printer drivers, refer to the ***Software Installation Guide***.

■ Cannot print (port setting problems)

Problem Description

I cannot perform printing with the equipment.

Corrective Action

If the printer driver on the client computer points to a wrong network port, jobs neither appear in the current jobs queue nor are printed. Fix the problem following the procedure below:

1. Open the Printers folder from the Control Panel.
2. Right-click the printer driver icon.
3. Select Properties from the shortcut menu.
4. Select the [Ports] tab.
5. Make sure that the path to the printer and the device name are correct.
   \\<device name>\print
   <device name> is the same as the device name set from the touch panel. “print” may be “univ” or “ps3” depending on the printer driver you use.
6. Click the [General] Tab and click [Print Test Page] to confirm that the settings are correct.

■ Cannot print (SNMP Community Name problems)

Problem Description

I cannot perform printing with the equipment.

Corrective Action

Check if the SNMP community names are the same in the following 3 settings.

- Equipment
- TCP/IP port of the [Ports] tab in the printer driver
- [SNMP Settings] dialog box of the [Configuration] tab in the printer driver

■ Command line options not processed

Problem Description

All the print options are sent to the equipment at the beginning of the print job. If the print file already contains print commands, they overwrite the command line options you set. For example, if the print file specifies Letter paper, and you specify A4 paper with the lp command, the document is printed on Letter size paper.

Corrective Action

Change the properties of the document you intend to print to create another print file. Submit the print job using the lp command without setting additional parameters.

■ Retrieval of printer configuration failed

Problem Description

When accessing the printer properties, the message “Retrieval of printer configuration failed” is displayed.

Corrective Action

The printer driver cannot communicate with the equipment. Try the steps in the checklist below.

No	Check...	Yes	No	Corrective Action
1	Is the equipment turned on?	Next Step ⇩	⇨	Turn on the equipment.
2	Can you connect the computer to the equipment via TopAccess?	Next Step ⇩	⇨	Restart the equipment.
3	Does the same message appear again when you access the property of the printer driver?	⇨	End	Check the printer driver port assignment and make sure that it is correct.

■ Cannot change settings on the [Device Settings] tab

Problem Description

The [Device Settings] tab is grayed out and their settings cannot be changed.

Corrective Action

Users who do not have the privilege to change the printer driver setting cannot change the options in the [Device Settings] tab. Please log on with the Administrator.

Network Connection Problems

This section describes the troubleshooting for printing in the network connection environment.

Tip

See also the checklists by types of printing and operating systems on 📖 P.90 "Printing Problems (Network Related)"

■ Cannot print with the equipment (network connection problems)

Problem Description

I cannot perform printing with the equipment.

Corrective Action

See the checklist below to determine if the cause of the problem is related to a network.
If it is, see 📖 P.90 "Printing Problems (Network Related)". In that section, several OS- and printing method-based check lists are provided to help you find the appropriate action to take.

No.	Check...	Yes	No	Corrective Action
1	Have you set the protocol settings so they are compatible with your network and client protocol settings?	Next Step ⇩	⇨	Set up the proper protocol.
2	Have you set up the appropriate type(s) of print services that should be supported?	Next Step ⇩	⇨	Check the settings required for your printing environment.
3	If you are using Novell print services, did you set up the Novell side of network printing, such as creating print servers and attaching the print queue?	Next Step ⇩	⇨	Set up the NetWare server. Refer to the ***Software Installation Guide***.
4	If you set up Novell print services, can you see the print job using PCONSOLE or NWAdmin?	Next Step ⇩	⇨	Refer to your Novell PCONSOLE or NWAdmin user documentation for help with using these utilities.
5	Have you checked the gateway and subnet settings to make sure that the equipment is part of the same network gateway as the client from which you are trying to print?	Next Step ⇩	⇨	Set up the TCP/IP correctly.
6	Are other services and communications performed over the network behaving in the normal and expected manner?	**End**	⇨	Refer to your network documentation or use a network diagnostic utility to identify the network problem.

■ Cannot print with SMB print

Problem Description

When an attempt is made to print a document using an SMB connection, the job cannot be printed and such messages continuously appear as "No more connections can be made to this remote computer" or "Your file could not be printed due to an error".

Corrective Action

SMB print is supposed to be utilized in a small network. If you can use Windows XP, Windows Vista, Windows 7, Windows Server 2003, or Windows Server 2008 as a print server, printing via the Windows Print Server is recommended.
If you cannot use the Windows Print Server in your network, use LPR print instead.

■ Cannot print properly with AppleTalk print

Problem Description

- Text will be printed as striped lines for an email message.
- Some text is not printed in a document.
- When a web browser is used, the web page is not printed in spite of the print job being sent to the equipment.

Corrective Action

If the errors above occur with AppleTalk print, use LPR print instead.

Client Problems

This section describes how to identify and correct the problems caused by the clients* connected to the equipment.
* One of the common examples of clients is a computer that sends a print job to the equipment and makes it perform printing.

■ Checking the client status

Problem Description

The printing problems are caused by the printer driver settings, network settings, errors in the network connections, and so forth. First, contact the administrator of the equipment to see if there is one of these kinds of problems, or see the following sections:

📖 P.74 “Printer Driver Problems”
📖 P.76 “Network Connection Problems”
📖 P.90 “Printing Problems (Network Related)”

Another possible cause is one related to a client. If the print jobs sent from a specific client within a network fail, the problem may be caused by the client.

The checklist below will help you identify the source of the error and direct you to information resolving the problem. If the problem persists after you have followed all of the steps, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Does the equipment work properly? Are copy jobs output properly?	Next Step ⇩	⇨	Check the device status displayed in the Device page of TopAccess.
2	See the Device page of TopAccess. Are the options specified for the job supported by the hardware configuration?	Next Step ⇩	⇨	If not, delete the job, install the required components, and try again. Contact your service representative for further information.
3	Can you print the jobs from other clients?	Next Step ⇩	⇨	See the following section to fix the problem. 📖 P.76 “Cannot print with the equipment (network connection problems)”
4	Have you ever printed successfully from this client?	Next Step ⇩	⇨	See the following section to fix the problem. 📖 P.74 “Cannot print (port setting problems)”
5	Did you set up the printer driver other than by an SMB connection?	Next Step ⇩	⇨	See the following section to fix the problem. 📖 P.76 “Cannot print with SMB print”
6	(For Macintosh only) Can you see the equipment you created in the Selector?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide***.
7	At this point, the problem is most likely to be related to a client-side error. Refer to the ***Printing Guide*** to fix the problem.			

Hardware Problems

This section describes troubles caused by the hardware device (the equipment).

If an icon or a message indicating an error is not displayed, or the problems in the printer drivers or the network connection cannot be specified, a hardware problem is a possible cause of the trouble.

The following are common factors involved in the hardware problems:
- System board, cables, and connectors
- The equipment, and its (optional) components such as the duplexing unit or the Finisher
- System software or firmware of the equipment

■ Print jobs not output

Problem Description
All the clients within a network fail to make the equipment output the print jobs.

Corrective Action

There remains a possibility that improper settings of the software such as printer drivers caused the problem. However, a hardware error is possible, if none of the clients can print the jobs. Try the steps on the checklist below. If the problem persists after you have followed all of the steps, contact your service representative.

No	Check...	Yes	No	Corrective Action
1	Is printing prohibited from all connected client computers?	Next Step ⇩	⇨	See the following section to fix the problem: 📖 P.76 “Network Connection Problems”
2	Can you see the job from TopAccess or another print monitoring utility, such as PCONSOLE or Print Manager?	Next Step ⇩	⇨	See the following section to fix the problem: 📖 P.86 “Locating the Equipment in the Network”
3	Can you identify the problem with the error message or the error code and resolve it?	**End**	⇨	See the following sections to fix the problem: 📖 P.100 “Error Messages” 📖 P.102 “Error Codes”

Also refer to the ***Printing Guide*** for more information on resolving output errors caused by software settings.

4

TROUBLESHOOTING FOR SCANNING

This chapter describes how to troubleshoot the problems of scanning.

Scanning Problems

This section describes troubleshooting for using scan data.

■ Cannot E-mail my scans

Problem Description

I have scanned a document and sent the copy as an e-mail attachment, but the e-mail does not reach the specified e-mail address.

Corrective Action

Check the following points:

- The correct e-mail addresses are specified.
- The equipment is correctly configured for and connected to the network.
- For the SMTP Client settings, the SMTP server address is correctly set.
- For the SMTP Client settings, the Port Number is correctly set.
- For the SMTP Client settings, the settings for SSL and/or authentication are correctly set.
- The data size of the attached file is smaller than/equal to the maximum data size receivable on the recipient’s side.

For details on the network settings, refer to the ***TopAccess Guide***.
For details on e-mailing the scanned image, refer to the ***Scanning Guide***.

■ Cannot find the data saved in the shared folder

Problem Description

I have scanned a document and saved the copy in the shared folder of the equipment, but cannot locate the saved file.

Corrective Action

- For Windows OS, search the network for the equipment using the search function of Explorer. The data are stored in the equipment’s shared folder named “FILE_SHARE.”
- For Macintosh, make sure that the OS version is Mac OS X 10.3.x or later; a client computer running Mac OS X 10.2.x or earlier cannot access the shared folder on the equipment. If your computer is running Mac OS X 10.3.x or later, search the network for the equipment on Finder and access the folder named “FILE_SHARE.”
- If you cannot find the equipment on the network, make sure that the SMB Server Protocol setting is enabled on TopAccess.

For details on the network settings, refer to the ***TopAccess Guide***.
For details on storing the scanned image, refer to the ***Scanning Guide***.

5

TROUBLESHOOTING FOR e-Filing

This chapter describes how to troubleshoot the problems on e-Filing.

e-Filing Web Utility Problems

This section describes troubleshooting for the web browser-based e-Filing web utility. You will also find the error messages and the corrective actions for each message.

■ e-Filing Web Utility terminates the session

Problem Description

The message “This operation will end your e-Filing session.” appears and e-Filing Web Utility returns to its top page.

Corrective Action 1

Clicking the [Return], [Refresh], and [home] button or [login] link leads to this message and e-Filing Web Utility returns to its top page. In this case, try again to do the operation you intended.

Corrective Action 2

Closing the window by clicking the [x] button of the browser leads to the message “This operation will end your e-Filing session.” and the e-Filing session ends. Finish your current operation before you close the window.

Corrective Action 3

Operating the main window while the sub window is displayed leads to the message “This operation will end your e-Filing session.” and the processing displayed on the sub window ends. Do not operate the main window until the processing on the sub window has been completed.

■ Numerous sub windows repeatedly appear

Problem Description

Numerous sub windows repeatedly appear and e-Filing becomes uncontrollable.

Corrective Action

Close all the windows and exit from the web browser. Then restart the browser and clear the cookie files from “Internet Option” (for Internet Explorer).

■ Displaying the items in the Contents Frame takes a long time

Problem Description

Displaying the items in the Contents Frame takes a long time.

Corrective Action

Displaying more than 100 items in the Contents Frame may take a long time. A smaller number of items shortens the time for displaying.

■ Error messages

See the table below to troubleshoot the problem if a message appears.

Message	Corrective Action
Internal error occurred. Please restart e-Filing.	Turn the power of the equipment OFF and then ON and then try again. If the error message is still displayed, contact your system administrator or contact your dealer for support.
Your e-Filing Session has Timed Out. Please Restart.	Exit from e-Filing and change the session timer setting to be longer on the Setup page of the TopAccess Administrator mode. Then restart it.
The items have been modified.	The items are currently being modified by another user. Try again after the other user has finished.
Cannot start e-Filing Session. The Disk is Full.	Erase the unnecessary data from the Control Panel. For instructions on how to delete data from the Control Panel, refer to the ***e-Filing Guide***.
Cannot create a Box. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot create a Folder. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot edit the Document. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot insert Page. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot archive Documents. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot upload archived file. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cut failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Copy failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Paste failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Save failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot create a Folder. Maximum number of folders has been reached.	Delete unnecessary folders and create a new folder. You can create up to 100 folders in each box.
Cannot create a Document. Maximum number of documents has been reached.	Delete unnecessary documents and create a new document. You can create up to 400 documents in each box and folder.
Cannot insert Page. Maximum number of pages has been reached.	Delete unnecessary pages and insert a new page. A document can contain up to 200 pages.
Paste failed. Maximum number of page range is reached.	Delete unnecessary pages and paste pages in the document. A document can contain up to 200 pages.
Cut failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Copy failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Paste failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Delete failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Please enter valid password.	Enter the correct password.
A folder with the name you specified already exists. Please try again.	Use a name that does not exist in the box.
Another user is archiving or uploading. Please try again later.	The document is being archived or uploaded by another user. Try again after the other user has finished.
The Maximum Possible Archive Size exceeded. Archiving is not Possible.	An archive file larger than 2 GB cannot be created. Make sure that the archive file will be less than 2 GB by archiving smaller groups of files instead of a large one.
The Box cannot be erased. A document contained in Box is being used.	A document contained in the box is being used by another user. Try again after the other user has finished.

Message	Corrective Action
The document is being used. Please try again later.	The selected document is being used by another user. Try again after the other user has finished.
File format doesn’t correspond. Please contact Administrator.	Contact your administrator to convert the archive file and try again.
e-Filing is not ready. Please try again later.	e-Filing has not yet been activated. Try again later.

6

TROUBLESHOOTING FOR NETWORK CONNECTIONS

This chapter describes how to troubleshoot the problems on network connections.

Locating the Equipment in the Network

■ Cannot locate the equipment in the network

Problem Description

I cannot locate the equipment in the network.

Corrective Action

Improper settings may cause problems in locating the equipment in the network. Try the checklist below to detect the cause of the problem. If the problem remains unsolved, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Is the startup page printed out? If not, wait until the communication comes online. Examine the protocol settings listed on the startup page. Are they correct?	Next Step ⇩	⇨	Set up the proper protocols.
2	Print out a configuration page. Make sure that there are not any discrepancies or inconsistencies between the current network settings and your network environment. Change the network settings, if necessary. Use the Find Computer utility from your Windows computer to locate the equipment by its device name. Can you find the equipment?	Next Step ⇩	⇨	Set up the proper protocol if required. Once you have located the equipment, configure the port that it is mapped correctly to the device.
3	Can you locate other computers connected to the same network?	Next Step ⇩	⇨	Check the network settings on the client computer to make sure that they are compatible with the network settings on the equipment.
4	Check the link LED activity on the hub and/or NIC of the equipment and the client machine. Do the hardware components appear to be functioning properly?	Next Step ⇩	⇨	Contact your service representative.
5	Make sure that the device name for the equipment is unique and verify that the WINS and/or DNS server database are not causing potential naming conflicts with the network settings on the equipment. If necessary, change the network settings on the equipment. After the communication comes back online, can you see the equipment in the network?	Next Step ⇩	⇨	Set up the NetBIOS name of the device correctly.
6	If the network environment is using complex subnet or supernet structures, is the IP address used by the equipment within the network structures range of valid addresses?	**End**	⇨	Contact your local network support specialist for further assistance.

■ Cannot locate the equipment with Local Discovery

Problem Description

Local Discovery cannot detect the equipment.

Corrective Action

The equipment is normally located automatically by SNMP. When the TWAIN driver, File Downloader, Address Book Viewer, Backup/Restore Utility, Remote Scan driver, N/W-Fax driver or printer driver cannot automatically discover the equipment over the network, the most likely cause is limitations of the protocols supported by the computer. In some cases, you need to add or update network components; however, first see the checklist below to fix the problem.

No.	Check...	Yes	No	Corrective Action
1	Is SNMP enabled on the equipment?	Next Step ⇩	⇨	Enable the SNMP (MIB).
2	Are the SNMP setting of the equipment and that of the software the same?	Next Step ⇩	⇨	SNMP V1/V2: Check if the community names of the equipment and the software are the same. SNMP V3: Check if each item of the SNMP setting of the equipment and the software is the same.
3	Confirm that the protocol suite installed on the client computer has been updated with the latest software for the given operating system. If your network only supports the IPX/SPX protocol, make sure that the most current version of Novell Client software is installed.	Next Step ⇩	⇨	See the vendor’s website for information about product updates and technical supports.
4	Print an NIC Configuration page from the equipment. Does the equipment support the same protocol as the network?	Next Step ⇩	⇨	Configure the proper protocol.
5	Change the protocol settings from TopAccess, if necessary, and reboot the equipment for the changes to take effect. Repeat step 2. Was the device discovered?	**End**	Next Step ⇩	
6	Check the NIC Configuration page. Are the IP address and subnet mask settings correct?	Next Step ⇩	⇨	Setup the TCP/IP settings correctly.
7	Check the router to make sure that it is not filtering out the equipment packets. Is the router processing equipment packets correctly?	Next Step ⇩	⇨	Adjust the router settings.
8	Can another computer within the same network segment discover the equipment?	Next Step ⇩	⇨	See the following section to fix the problem: 📖 P.86 “Locating the Equipment in the Network”
9	Check the NIC Configuration page. Is the Unit Serial Number part of the device name?	Next Step ⇩	⇨	Contact your service representative.
10	Check link activities on the port being used by the equipment and the integrity of the network cable, hub, or switch that connects the equipment to the network. Replace any network components that you can tell or suspect are faulty.	**End**	⇨	

■ Equipment does not respond to ping command

Problem Description

The equipment does not respond to a ping command.

Corrective Action

Check the network settings following the checklist below.

No.	Check...	Yes	No	Corrective Action
1	Confirm that the TCP/IP protocol suite is installed on the client computer.	Next Step ⇩	⇨	Refer to the networking section of your operating system documentation.
2	Look at the NIC configuration page and confirm that the TCP/IP settings are correct. Is the IP address entered and valid? Are the Gateway and Subnet settings correct?	Next Step ⇩	⇨	Enter the correct TCP/IP settings.
3	Reboot the equipment. Check the NIC Configuration page that is printed out. Are the TCP/IP settings correct?	Next Step ⇩	⇨	The settings are not binding, contact your service representative.
4	Try to ping the equipment again. Did the equipment respond to the ping?	**End**	Next Step ⇩	
5	Can you ping the equipment from any other computer within the same network? If not, the equipment might have an IP address that is out of range or invalid.	Next Step ⇩	⇨	Contact your local network specialist for a valid IP address for the equipment.
6	Can you ping to another computer within the same network?	Next Step ⇩	⇨	Check the computer’s protocol settings to make sure the gateway and subnet settings are correct.
7	If you have customized the device name, you can check if the NIC is functional by restoring the default settings. When the equipment automatically reboots and an NIC Configuration page is printed, does the device name include the NIC’s unit serial number?	Next Step ⇩	⇨	The NIC is faulty or improperly installed. Contact your service representative.
8	Check link activities on the port being used by the equipment and also the integrity of the network cable, hub, or switch that is connecting the equipment to the network. Replace any network components that you suspect are faulty. Can you ping the equipment now?	**End**	⇨	Contact your service representative.

LDAP Search and Authentication Problems

■ Network shutdown occurs or touch panel disabled after LDAP search

Problem Description

After performing the LDAP search, the network shutdown occurs or the touch panel is disabled.

Corrective Action

Try the checklist below. If the problem remains unsolved, contact your service representative.

No.	Check...	Yes	No	Corrective Action
1	Is the LDAP server correctly running?	Next Step ⇩	⇨	Confirm that the LDAP server is correctly running.
2	Is the LDAP server setting correctly set?	**End**	⇨	Enter the correct LDAP setting. Re-enter the correct password carefully because it is displayed by asterisks.

■ LDAP authentication takes a long time

Problem Description

It takes a long time to perform LDAP authentication on the touch panel.

Corrective Action

Try the checklist below. If the problem remains unsolved, contact your service representative.

No	Check...	Yes	No	Corrective Action
1	Is the LDAP server correctly running?	Next Step ⇩	⇨	Confirm that LDAP server is correctly running.
2	Is the LDAP server setting correctly set?	**End**	⇨	Enter the correct LDAP setting. Reenter the correct password carefully because it is displayed by asterisks.

Printing Problems (Network Related)

Among the several ways to use the equipment in the network, the simplest one is to set the equipment in the TCP/IP environment using a DHCP server to assign IP addresses dynamically to devices. Using the default settings also assures an easier network implementation, although you may be required to customize the settings to accommodate them in your particular environment.

Some common network configurations are shown below, along with the steps required to configure the equipment. If you perform all the steps in the applicable checklist and still cannot print satisfactorily with the equipment, contact your service representative.

Tips

- You can change the network protocol settings with the touch panel of the equipment or with TopAccess (the Administration page).
- For the error messages that appear during the installation of the printer drivers, refer to the ***Software Installation Guide***.

■ SMB print and Point&Print in a Windows operating system environment

No	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ⇩	⇨	Set up the IP address correctly.
2	Is the Microsoft computer name (device name) unique?	Next Step ⇩	⇨	Set up the device name correctly.
3	Is the workgroup name valid and correctly entered?	Next Step ⇩	⇨	Set up the workgroup correctly.
4	When IPv4 is supported: Is the WINS server address correctly set? When IPv6 is supported: Is LLMNR for the IPv6 setting enabled?	Next Step ⇩	⇨	When IPv4 is supported: Set up the WINS server address correctly, or enter “0.0.0.0” for the WINS server address to disable the WINS service. When IPv6 is supported: Enable LLMNR for the IPv6 setting referring to the ***TopAccess Guide***.
5	When IPv4 is supported: If the client computers are located in different segments, is the WINS service correctly provided?	Next Step ⇩	⇨	When IPv4 is supported: Set up the WINS server and enable it on the equipment to allow users access from a different segment.
6	Can you see the equipment in Windows Network Neighborhood?	Next Step ⇩	⇨	See the following section to fix the problem: 📖 P.86 “Cannot locate the equipment in the network”
7	Were the proper printer drivers installed?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
8	Is the driver’s port name valid?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to configure the proper port.
9	Can you print with the equipment?	**End**	⇨	See the following section to fix the problem: 📖 P.76 “Cannot print with the equipment (network connection problems)”

■ Raw TCP or LPR print in a Windows operating system environment

No	Check...	Yes	No	Corrective Action
1	Are the IP Address properties correctly set?	Next Step ⇩	⇨	Set up the IP address correctly.
2	Is Raw TCP print correctly set?	Next Step ⇩	⇨	Set up the Raw TCP print service correctly.
3	Is LPR/LPD print correctly set?	Next Step ⇩	⇨	Set up the LPD print service correctly.
4	Were the proper printer drivers installed?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
5	Is the Raw TCP or LPR port configured with the correct IP address?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to configure the proper port.
6	Can you print to the equipment?	**End**	⇨	See the following section to fix the problem: 📖 P.76 “Cannot print with the equipment (network connection problems)”

■ IPP print in a Windows operating system environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ⇩	⇨	Set up the IP address correctly.
2	Is the HTTP server on the equipment enabled?	Next Step ⇩	⇨	Enable the HTTP server in the HTTP Network Service.
3	Is the IPP print correctly set?	Next Step ⇩	⇨	Set up the IPP print service correctly.
4	Were the proper printer drivers installed?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
5	Is the IPP port configured with the correct URL?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to configure the proper port.
6	Can you print to the equipment?	**End**	⇨	See the following section to fix the problem: 🕮 P.76 “Cannot print with the equipment (network connection problems)”

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■ Novell print in a NetWare environment

No.	Check...	Yes	No	Corrective Action
1	Are the IPX/SPX protocols enabled? Is the correct frame type selected?	Next Step ⇩	⇨	Set up the IPX/SPX correctly.
2	If applicable, did you successfully set up queue-based print?	Next Step ⇩	⇨	Set up the NetWare server properly.
3	Did you configure the equipment for a NetWare connection?	Next Step ⇩	⇨	Set up the NetWare network settings correctly.
4	Did you configure the equipment for NetWare print service?	Next Step ⇩	⇨	Set up the NetWare print service correctly.
5	Were the proper printer drivers installed?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to install the proper printer drivers.
6	Is the IPP port configured with the correct URL?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to configure the proper port.
7	Can you see the equipment in Windows Network Neighborhood?	Next Step ⇩	⇨	Check that the SMB protocol is enabled in the client computers.
8	Can you print to the equipment?	**End**	⇨	See the following section to fix the problem. 🕮 P.76 “Cannot print with the equipment (network connection problems)”

■ Macintosh environment

No.	Check...	Yes	No	Corrective Action
1	Is AppleTalk enabled on the equipment?	Next Step ⇩	⇨	Enable AppleTalk.
2	Are the IP address properties correctly set?	Next Step ⇩	⇨	Set up the IP address correctly.
3	Is the equipment available in the Chooser when you click the LaserWriter 8 printer icon?	Next Step ⇩	⇨	Make sure that the AppleTalk zone is supported by the Macintosh client.
4	Can you access any other network device from the Macintosh computer?	Next Step ⇩	⇨	Refer to your Macintosh networking documentation or contact Macintosh technical support.
5	Can another Macintosh computer on the network print to the equipment? If so, compare the settings to determine which need to be changed to support print from this machine.	**End**	⇨	Refer to your Macintosh networking documentation or contact Macintosh technical support.

■ UNIX/Linux environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ⇩	⇨	Set up the IP address correctly.
2	Is the LPR/LPD print correctly set?	Next Step ⇩	⇨	Set up the LPD print service correctly.
3	Did you successfully install the UNIX/Linux filters?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to install UNIX/Linux filters.
4	Did you successfully create and set up a print queue?	Next Step ⇩	⇨	Refer to the ***Software Installation Guide*** to configure the print queue.
5	Can you print to the equipment using LPD as the root?	Next Step ⇩	⇨	Set up UNIX/Linux access for the equipment to enable other users to print from the Bourne shell. Refer to your UNIX/Linux documentation for more information.
6	Can you ping the equipment from your computer?	Next Step ⇩	⇨	Try a remote ping from another server. If you can reach the equipment from that server, check for conflicts between the equipment and your current network segment.
7	Is the LP Daemon functioning?	Next Step ⇩	⇨	Reload Daemon or restart the system.
8	Can you print to the equipment?	**End**	⇨	Contact your service representative.

Network Fax (N/W-Fax) Driver Problems

This section describes the troubleshooting for the Network Fax (N/W-Fax) driver.

■ N/W-Fax Driver Installation Error Messages

For information on the installation of the N/W-Fax driver, refer to the ***Software Installation Guide***.

❑ Setup needs to copy Windows NT files

Problem description

The wrong port type was selected from the Printer Ports dialog.

Corrective action

1. Click Cancel until the Add Printer Wizard terminates.
2. Select [Add Printer] from the [File] menu in the Printers folder to start the Add Printer Wizard, and then perform the installation again.
3. When the screen for selecting a port is displayed, select [Local port] to add a printer.

❑ Client software CD now required

Problem description

When adding a new printer driver, the end user did not choose the Have Disk option; instead, the user selected the printer name from the Add Printer list.

Corrective action

1. Cancel the Add Printer Wizard.
2. Select [Add Printer] from the [File] menu in the printer folder to start the Add Printer Wizard, and perform the installation again.
3. When the screen for selecting a printer is displayed, select [Have Disk].
4. Select [Use Existing Driver] to add another copy of an existing driver or browse to the subdirectory that contains the appropriate *.inf file.

❑ File *.DRV on client CD could not be found

Problem description

When adding a new printer driver, the user did not choose the Have Disk option but selected the printer name from the Add Printer list.

Corrective action

1. Cancel the Add Printer Wizard.
2. Select [Add Printer] from the [File] menu in the printer folder to start the Add Printer Wizard, and perform the installation again.
3. When the screen for selecting a printer is displayed, select [Have Disk].
4. Browse to the subdirectory that contains the appropriate *.inf file.

❑ Location does not contain information about your hardware

Problem description

The path to the *.inf file selected during driver installation is too far away. In other words, there are too many characters in the directory path.

Corrective action

Copy the directory containing the *.inf file to the local drive and resume installation.

❑ This port is currently in use

Problem description

The driver was either opened, printing a job, or in use by another printer or application, when you attempted to delete it.

Corrective action

Make sure all print jobs have been completed before deleting a port. If there are still problems, exit all applications and try again. Check each driver to see if another driver is using the same port. If so, first change the driver’s port setting and delete the port.

❑ Problem with the current printer setup

Problem description

The driver was not set up properly, possibly because the installation procedure was not completed.

Corrective action

Delete the driver and either reinstall it from the Client Utilities CD-ROM or download it from this equipment.

■ N/W-Fax Driver General Errors

❑ “Could not connect to the MFP device” appears

Problem description

When users are trying to access to the properties of the N/W-Fax driver, an error message “Could not connect to the MFP device” appears.

Corrective action

Communication between the N/W-Fax driver and this equipment failed. Make sure that this equipment is operating. If not, turn its power ON.
Connect the N/W-Fax driver with this equipment through the TopAccess. If the connection fails, reboot the computer and this equipment.

❑ The fax jobs are not listed on the “Logs - Transmission” screen in TopAccess

Problem description

When confirming the fax job logs on the “Logs - Transmission” screen in TopAccess, the fax jobs that are sent are not displayed.

Corrective action

If the relevant fax job is not included in the Log list, your transmission job may not have been performed. In this case, search for jobs without the department code in the “JOB STATUS - FAX” on the control panel. Then select the relevant fax job and press the [SEND] button to resend it.

❑ Fax transmission cannot be performed with a cover sheet

Problem description

In a N/W-Fax driver which is set to the IPP port, no cover sheet is output and an XL error occurs in the fax transmission when a printer driver whose file name consists of 54 letters or more is specified for the default printer and a Fax is sent with a cover sheet added from Microsoft Excel.

Corrective action

Set the file name of the printer driver in 30 letters or less.

Client Software Authentication Problems

■ Cannot log in using client software

Problem Description

I cannot log into the equipment using client software.

Corrective Action

If you cannot log into the equipment using client software, contact the administrator of the equipment. Since the user name and password registered in the client software are used for authentication in the case of automatic login, the log-in screen may not be displayed.

CHECKING THE EQUIPMENT STATUS WITH TopAccess

This chapter describes how to check the status of the equipment with TopAccess.

Hardware Status Icons on TopAccess [Device] Tab

When the equipment requires maintenance or when an error occurs with the equipment, the icons indicating the status information appear near the graphic image of the equipment on the TopAccess [Device] tab. The following are the icons displayed and their descriptions.

For details of the [Device] tab of TopAccess, refer to the ***TopAccess Guide***.

Printer Error 1

This icon indicates a non-recommended toner cartridge is used and that the equipment has stopped printing.
📖 P.48 “Replacing a Toner Cartridge”

Printer Error 2

This icon indicates:
- You need to remove paper from the exit tray of the equipment.
- You need to remove paper from the receiving tray of the Finisher.
- You need to remove the staples jammed in the Finisher.
  📖 P.42 “Staple jam in the Finisher”
- You need to remove the staples jammed in the Saddle Stitch unit.
  📖 P.46 “Staple jam in the Saddle Stitch unit (MJ-1106)”
- You need to clear the hole punch paper bits from the Hole Punch Unit.
  📖 P.65 “Cleaning the Hole Punch Dust Bin”
- The recommended toner cartridge is not being used.
  📖 P.48 “Replacing a Toner Cartridge”
- You tried to perform saddle stitching for a printing on mixed paper sizes.
- The equipment cannot load paper from the drawer of the External Large Capacity Feeder.
- The equipment cannot eject the paper to the exit tray of the equipment.

Cover Open

This icon indicates the front cover is open.

Toner Empty

This icon indicates no toner is left. It also indicates which color is empty:
📖 P.48 “Replacing a Toner Cartridge”

Waste Toner Full

This icon indicates the waste toner box is full and requires replacing.
📖 P.54 “Replacing the Waste Toner Box”

Paper Empty

This icon indicates no paper is left in a drawer.
Refer to the ***Copying Guide***.

Paper Jam

This icon indicates a paper jam occurred. It also indicates the location of the paper jam.
P.13 “Clearing a Paper Jam”

Staples Empty

This icon indicates no staples are left in the Finisher.
P.56 “Refilling With Staples”

Call for Service

Contact your service representative to have the equipment inspected.

Error Messages

When a message appears on the [Device] Tab of TopAccess, see the table below for the corrective action.

TopAccess Message	Corrective Action
Cover Open - Please Close Cover.	Close the front cover.
Paper Feeding Cover Open - Please Close Cover.	Close the paper feeder cover.
Transfer/Transport unit Cover Open - Please Close Cover.	Close the transfer/transport unit.
Bypass Cover Open - Please Close Cover.	Close the bypass cover.
Exit Cover Open - Please Close Cover.	Close the exit cover.
Toner Cover Open - Please Close Cover.	Close the toner cover.
Platen Cover Open - Please Close Cover.	Close the platen cover.
Lower Tray Transport Cover Open - Please Close Cover	Close the lower tray transport cover.
Inserter Cover Open - Please Close Cover.	Close the Inserter cover.
External Large Capacity Feeder Disconnect - Please Joint it to Copier.	Connect the External Large Capacity Feeder to the equipment.
LCF Cover Open - Please Close LCF Cover.	Close the Large Capacity Feeder cover.
Drawer 1 Open - Please Close Drawer 1.	Close the drawer.
Drawer 2 Open - Please Close Drawer 2.	Close the drawer.
Drawer 3 Open - Please Close Drawer 3.	Close the drawer.
Drawer 4 Open - Please Close Drawer 4.	Close the drawer.
Automatic Duplexing Unit Cover Open - Please Close Cover.	Close the automatic duplexing unit cover.
Relay Unit Cover Open - Please Close Cover.	Close the Bridge Unit cover.
Finisher Joint Cover Open - Please Close Cover.	Close the Finisher joint cover.
Finisher Door Open - Please Close Door.	Close the Finisher door.
Lower Tray Delivery Cover Open - Please Close Cover	Close the lower tray delivery cover.
Lower Tray Front Cover Open - Please Close Cover	Close the lower tray front cover.
Punch Unit Front Cover Open - Please Close Cover	Close the Punch unit front cover.
Hole Punch Unit Open - Please Close Cover.	Close the Hole Punch Unit cover.
Standard Output Tray Paper Full - Please Remove Paper.	Remove the paper from the tray.
Upper Tray Paper Full - Please Remove Paper.	Remove the paper from the tray.
Lower Tray Paper Full - Please Remove Paper.	Remove the paper from the tray.
Saddle Tray Full - Please Remove Paper.	Remove the paper from the tray.
Job Separator 1 Full - Please Remove Paper.	Remove the paper from the tray.
Job Separator 2 Full - Please Remove Paper.	Remove the paper from the tray.
Paper Empty in Drawer 1 - Please Add Paper.	Set the paper in the drawer.
Paper Empty in Drawer 2 - Please Add Paper.	Set the paper in the drawer.
Paper Empty in Drawer 3 - Please Add Paper.	Set the paper in the drawer.
Paper Empty in Drawer 4 - Please Add Paper.	Set the paper in the drawer.
Paper Empty in External Large Capacity Feeder - Please Add Paper.	Set the paper in the External Large Capacity Feeder.
Paper Empty in Large Capacity Feeder - Please Add Paper.	Set the paper in the Large Capacity Feeder.
Paper Jam in Job Separator - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove jammed paper.
Paper Jam in Automatic Duplexing Unit - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove jammed paper.
Paper Insertion Jam - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove jammed paper.
Paper Jam in Printer - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove jammed paper.
Paper Jam in Finisher - Please Clear Paper Path.	Remove the jammed paper from the Finisher. See 📖 P.13 “Clearing a Paper Jam”.
Used Toner Container Full - Please Replace.	Replace the waste toner box. See 📖 P.54 “Replacing the Waste Toner Box”.
Staple Empty - Please Set Staple Cartridge	Refill the Finisher staples. See 📖 P.56 “Refilling Finisher staples”.
Open the front cover, and clean the slit glass and main charger.	Clean the slit glass and the main chargers.

TopAccess Message	Corrective Action
Toner Not Recognized - Please Check Toner.	Check and adjust the toner bottle.
Black Toner Empty - Please Install New Toner Cartridge.	Replace the black toner. See 🕮 P.48 “Replacing a Toner Cartridge”.
Cyan Toner Empty - Please Install New Toner Cartridge.	Replace the cyan toner. See 🕮 P.48 “Replacing a Toner Cartridge”.
Magenta Toner Empty - Please Install New Toner Cartridge.	Replace the magenta toner. See 🕮 P.48 “Replacing a Toner Cartridge”.
Yellow Toner Empty - Please Install New Toner Cartridge.	Replace the yellow toner. See 🕮 P.48 “Replacing a Toner Cartridge”.
Black Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Cyan Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Magenta Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Yellow Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Confirm waste toner bottle is attached and close waste toner bottle cover.	Confirm the waste toner box is securely attached and close the waste toner box cover.
Close duplexing unit cover	Close the duplexing unit cover.
Close receiving tray low cover	Close the low cover of the receiving tray.
Prepare new waste toner box	Prepare a new waste toner box.
Fatal Error - Please Contact Service Technician.	Contact your service representative.
Main Motor Error - Please Contact Service Technician.	Contact your service representative.
Printer Input Error.	Contact your service representative.
Scanner Error - Please Contact Service Technician.	Contact your service representative.
Fuser Error - Please Contact Service Technician.	Contact your service representative.

Error Codes

TopAccess has the pages for the job lists; print, transmission, reception, and scan jobs. The following error codes are shown on these pages in the [Logs] tab (successful jobs have no codes). These codes help you specify the cause of an error you might encounter.

Tip

The error codes are also shown on the [LOG] window of the touch panel. See the following lists when you find an error code on the touch panel.

■ Error codes on print jobs

Error Code	Problem Description	Corrective Action
4011	Job canceled	The job was canceled.
4021	Power failure	Check whether the power cable is connected properly and is inserted securely.
4031	HDD full error	Delete unnecessary private print jobs and invalid department print jobs.
4041	User authentication error	The user performing the printing has not been authenticated or registered. Perform user authentication or user registration.
4042	Department code authentication error	Check the information about the department code registered in this equipment.
4045	There is something wrong with the connection with the LDAP server or its authority setting.	Ask your LDAP server administrator about it.
4111	The number of prints has become “0”	The number of prints specified in department and user management has become “0” at the same time. Set the number again or perform initialization.
4112	The number of prints has become “0”	The number of prints specified in user management has become “0”. Set the number again or perform initialization.
4113	The number of prints has become “0”	The number of prints specified in department management has become "0". Perform initialization.
4121	Job cancellation due to the external counter error	1. Put in a coin and perform printing again. 2. Insert a card and perform printing again or contact your administrator. 3. Insert the Key Counter and perform printing again. 4. Clear the Schedule Print setting and perform printing again.
4211	Printing data storing limitation error	Printing with the data being stored to the HDD temporarily (Proof print, Private print, Scheduled print, etc.) cannot be performed. Use normal printing.
4212	e-Filing storing limitation error	Printing with the data being stored to the HDD (print and e-Filing, print to e-Filing, etc.) cannot be performed. Use normal printing.
4213	File storing limitation error	The file storing function is set to “disabled”. Check the setting of the equipment.
4214	Fax/iFax transmission failure	The Fax/iFax transmission or N/W-Fax/iFax function is set to “disabled”. Check the setting of the equipment.
4221	Private-print-only error	Jobs other than Private printing cannot be printed. Perform Private printing.
4311	No authority to execute a job	The user has not been authorized to perform this operation. Ask your administrator.
4312	Not authorized to store a file	The user has not been authorized to perform this operation. Ask your administrator.
4313	Not authorized to store in e-Filing	The user has not been authorized to perform this operation. Ask your administrator.
4314	Not authorized to send a Fax/iFax	The user has not been authorized to perform this operation. Ask your administrator.
4321	Not authorized to perform printing in the specified setting	The user has not been authorized to perform this operation. Ask your administrator.
4411	Image data generation failure	Check if the file to be printed is broken. Perform printing again or use another printer driver.
4412	Double-sign encoding error	A double-sign encoding error occurred because the PDF file is encrypted in unsupported script. Printing the file in this function is impossible.
4611	Font download failure	Since the available number of fonts is exceeded, the font cannot be registered. Delete at least one font.

Error Code	Problem Description	Corrective Action
4612	Font download failure	Since there is no space in HDD, the font cannot be registered. Delete at least one font.
4613	Font download failure	Since an error has occurred, the font cannot be registered. Perform downloading again or regenerate the font data first.
4621	Downloaded font deletion failure	Check if the font to be deleted is registered.

■ Error codes on transmission and reception

Error Code	Problem Description	Corrective Action
0012	Original jam	Remove the jammed original.
0013	Door open	Firmly close the open door.
0020	Power interruption	Check the power interruption report.
0030	Interruption by paper jams during direct transmission	Remove the jammed paper and reattempt the transmission.
0033	Polling Error	Check polling options setup (Security Code, etc.), and check whether the polling document exists.
0042	Memory full	Make sure that there is sufficient memory before making the call again.
0050	Line busy	Reattempt the communications.
0053	Security Mismatch in Relay or Mail Box transmission	Confirm the remote party’s Security Code, system password and your setup.
00B0-00B500C0-00C400D0-00D2	Signal Error or Line Condition Error	Reattempt the communications.
00E8	HDD error	Reattempt the communications. If the error still persists, contact your service representative.
00F0	Software failure	Reattempt the communications. If the error still persists, contact your service representative.
00F1	Hardware noise	Reattempt the communications. If the error still persists, contact your service representative.
1C10	System access abnormality	Turn the power OFF and then back ON. Perform the problem job again. If the error still persists, contact your service representative.
1C11	Insufficient memory	Complete any running jobs first before performing the job in error. If the error still persists, turn the power OFF and then back ON, and try again.
1C12	Message reception error	Turn the power OFF and then back ON. Perform the job in error again.
1C13	Message transmission error	Turn the power OFF and then back ON. Perform the job in error again.
1C14	Invalid parameter	If a template is being used, create it again. If the error still persists, turn the power OFF and then back ON, and try again.
1C15	Exceeding file capacity	Ask your administrator to change the “Fragment Page Size” setting for the Internet Fax setting, or reduce the number of pages and try again.
1C30-1C33	Disk access error	Complete any running jobs first before performing the job in error. If the error still persists, turn the power OFF and then back ON, and try again.
1C40	Image conversion abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the error still persists, contact your service representative.
1C60	HDD full failure during processing	Reduce the number of pages of the job in error and perform it again. Check whether the server or local disk has sufficient space in its disk capacity.
1C61	Address Book reading failure	Turn the power OFF and then back ON. Perform the job in error again. Reset the data in the Address Book and perform the job again. If the error still persists, contact your service representative.
1C63	Terminal IP address unset	Ask your administrator to set the IP address of the equipment.
1C64	Terminal mail address unset	Ask your administrator to set the Email address of the equipment.
1C65	SMTP address unset	Ask your administrator to set the SMTP server address.
1C66	Server time-out error	Check whether the SMTP server is operating properly.
1C69	SMTP server connection error	Ask your administrator to set the login name or password of the SMTP server and try again. Check whether the SMTP server is operating properly.
1C6B	Terminal mail address error	Ask your administrator to check the SMTP Authentication method or if there is an unpermitted character in the Terminal mail address. Set the correct SMTP Authentication method or delete the unpermitted character in the Terminal mail address.
1C6C	Destination mail address error	Check if there is an unpermitted character in the Destination Email address. Delete the unpermitted character and reset the appropriate Destination Email address, then try again.
1C6D	System error	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.

Error Code	Problem Description	Corrective Action
1C70	SMTP client OFF	Ask your administrator to enable the SMTP Client and perform the job again.
1C71	SMTP authentication error	Confirm that the login name and password are correct. If SSL is enabled, make sure that SSL port number is correctly set.
1C72	POP Before SMTP error	Confirm that the POP Before SMTP settings and POP3 settings are correct.
1CC0	Job canceled	The job was canceled.
1CC1	Power failure	Check whether the power cable is connected properly and is inserted securely. Check whether the power voltage is unstable.
3A10	MIME format error	Ask the sender to resend the Email in the MIME1.0 format.
3A20	Email process error	Ask the sender to resend the Email.
3A30	Partial Email timeout error	Ask the sender to resend the Email, or change the Partial Wait time setting.
3A40	Invalid partial Email received	Ask the sender to resend the partial Email in the RFC2046 format.
3A50	HDD full error	Ask the sender to resend the Email by separating it into several Emails. If this error occurs due to running out of paper and too many waiting jobs being stored in the hard disk, add paper to activate the other jobs.
3A70	Interrupt partial Email reception	Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.
3A80	Partial Email disabled	Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.
3B10	Email format error	Ask the sender to resend the Email.
3B20	Content-Type error	Ask the sender to resend the Email with attached files that are TIFF format.
3B40	Email decode error	Ask the sender to resend the Email.
3C10, 3C13	TIFF analysis error	Ask the sender to resend the Email with attached files that are TIFF format.
3C20	TIFF compression error	Ask the sender to resend the Email with attached TIFF files in the MH, MR, MMR, or JBIG compression.
3C30	TIFF resolution error	Ask the sender to resend the Email with attached TIFF files whose resolution is either 200 x 100, 200 x 200, 200 x 400, 300 x 300, or 400 x 400 dpi.
3C40	TIFF paper size error	Ask the sender to resend the Email with attached TIFF files that can be printed on paper permitted for the equipment.
3C50	Offramp transmission error	Ask the sender to specify the correct fax numbers and resend the Email.
3C60	Offramp security error	Confirm that the specified fax numbers are registered in the address book of the equipment. If not, register the fax numbers in the address book and ask the sender to resend the Email with the correct fax numbers.
3C70	Power failure	Confirm that the job is recovered or not. If not, ask the sender to resend the Email.
3C90	OffRamp Fax transmission disable error	Confirm if the Fax Send Function of MFP setting is disable or not.
3D10	Destination address error	Ask your administrator whether the DNS and mail server settings are correctly set. If they are, ask the sender to confirm that the destination address is correct.
3D20	Exceeding maximum offramp destinations	Ask the sender to specify up to 40 destinations for one offramp gateway job. The equipment cannot perform offramp gateway transmission for more than 40 destinations.
3D30	Fax unit is not installed	Make sure that the Fax unit is installed, or connected correctly.
3E10	POP3 server communication error	Ask your administrator whether the POP3 server address is correctly set, and whether the POP3 server works properly. If SSL is enabled, make sure that SSL port number is correctly set.
3E20	POP3 server communication timeout	Ask your administrator whether the POP3 server works properly and the LAN cable is connected to the server.
3E30	POP3 login error	Ask your administrator whether the POP3 user name and password are set correctly.
3E40	POP3 login type error	Ask your administrator whether the POP3 login type (Auto, POP3, APOP) is set correctly.

Error Code	Problem Description	Corrective Action
3F10, 3F20	File I/O error	Ask the sender to resend the Email. If the error still occurs, contact your service representative.

■ Error codes on scan jobs

Tip

The error indications on scan jobs are done as follows:
- On TopAccess log list, messages indicating the status are displayed.
- On the touch panel of the equipment, error codes are displayed. See the listings below.

Error Code	Problem Description	Corrective Action
Email		
2C10, 2C12, 2C13, 2C20-2C22	Wrong Job status	A system error has occurred during the sending of an Email. Try it again. If the error still persists, contact your service representative.
2C11	Not enough memory	Complete any running jobs first before reperforming the job in error. If the error still persists, turn the power OFF and then back ON, and then try again.
2C14	Invalid parameter specified	If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.
2C15	Mail size exceeded limit or maximum size	You are sending too many documents at a time. Send them separately.
2C30-2C33	Disk access error	Complete any running jobs first before reperforming the job in error. If the error still persists, turn the power OFF and then back ON, and then try again.
2C40	Failed to convert image file format	This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format.When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.
2C43	Encryption error. Failure to create a file	If the error still persists after reattempting, turn the power OFF and then back ON. Then make another effort.
2C44	Creating a file was not allowed	Creating an unencrypted file was not allowed. Configure the encryption settings and try again.To create an unencrypted file, consult the administrator.
2C45	Failure in making meta data	Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.
2C60	HDD full failure during processing	Reduce the number of pages of the problem job and try again. Check whether the server or local disk has sufficient space in its capacity.
2C61	Failure to read Address Book	Turn the power OFF and then back ON. Try the problem job again. Reset the data in the Address Book and reattempt it. If the error still persists, contact your service representative.
2C63	Terminal IP address unset	Ask your administrator to set the IP address of the equipment.
2C64	Terminal mail address unset	Ask your administrator to set the Email address of the equipment.
2C65, 2C66, 2C69	Failure to connect to SMTP server	Make sure that the SMTP server is correctly working or the SMTP server address has been set correctly.
2C6A	Failure to send Email message	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2C6B	Invalid address specified in From: field	Ask your administrator to check the SMTP Authentication method or if there is an unpermitted character in the Terminal mail address. Set the correct SMTP Authentication method or delete the unpermitted character in the Terminal mail address.

Error Code	Problem Description	Corrective Action
2C6C	Invalid address specified in To: field	Make sure that there is no unpermitted character in the Destination mail address. Delete any unpermitted character and reset the appropriate Destination mail address, then try again.
2C70	SMTP service is not available	Ask your administrator whether the SMTP service is enabled.
2C71	SMTP authentication error	Confirm that the login name and password are correct. If SSL is enabled, make sure that the SSL port number is correctly set.
2C72	POP Before SMTP error	Confirm that the POP Before SMTP settings and POP3 settings are correct.
2CC0	Job canceled	The job was canceled.
2CC1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
Save as File		
2D10, 2D12, 2D13	Wrong Job status	Turn the power OFF and then back ON. Try it again. If the error still persists, contact your service representative.
2D11	Not enough memory	Wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2D14	Invalid parameter specified	If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.
2D15	Exceeding maximum file capacity	Divide the file into several files, or try again in a single-page format.
2D30	Failure to create directory	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2D31, 2D33	Failure to create file	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2D32	Failure to delete file	Make sure that the access privilege to the storage directory is writable and then try the job again. If the error still persists, turn the power OFF and then back ON, and then make another effort.
2D40	Failure to convert image file format	This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format.When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.
2D43	Encryption error. Failure to create a file	If the error still persists after reattempting, turn the power OFF and then back ON. Then make another effort.
2D44	Creating a file was not allowed.	Creating an unencrypted file was not allowed. Configure the encryption settings and try again.To create an unencrypted file, consult the administrator.
2D45	Failure in making meta data	Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.

Error Code	Problem Description	Corrective Action
2D62	Failure to connect to network destination Check destination path.	Make sure that the network folder is shared in your network and try scanning again. If the error still persists, ask your administrator to check whether the IP address or path of the server is correct. Also make sure that the server is operating properly.
2D63	Specified network path is invalid. Check destination path.	Make sure that you specify the correct network folder and try scanning again.
2D64	Log on to file server failedCheck user name and password.	Make sure that you specify the correct user name and password to log on the file server, or you specify the correct file server. Then try scanning again.
2D65	There are too many documents in the folder. Failure in creating a new document	Delete the data in the local storage folder in the equipment and try scanning again.
2D66	HDD full failure during processing	Reduce the number of pages of the problem job and try again. Check whether the server or local disk has sufficient space in its capacity.
2D67	FTP service is not available	Ask your administrator whether the FTP service is configured correctly.
2D68	File Sharing service is not available	Ask your administrator whether the SMB protocol is enabled.
2D69	NetWare service is not available	Ask your administrator whether the NetWare protocol is enabled.
2DA6	Failure to delete file	Delete the files in the shared folder with Explorer, turn the power OFF and then back ON, and reattempt the problem job. If the error still persists, contact your service representative.
2DA7	Failure to acquire resource	Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2DC0	Job canceled	The job was canceled.
2DC1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
Store to USB		
2E10, 2E12, 2E13	Wrong Job status	Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2E11	Not enough memory	Wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2E14	Invalid parameter specified	If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.
2E15	Exceeding maximum file capacity	Divide the file into several files, or reattempt in a single-page format.
2E30	Failure to create directory	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2E31, 2E33	Failure to create file	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2E32	Failure to delete file	Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.

Error Code	Problem Description	Corrective Action
2E40	Failure to convert image file format	This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format.When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.
2E43	Encryption errorFailure to create a file	If the error still persists after reattempting, turn the power OFF and then back ON. Then make another effort.
2E44	Creating a file was not allowed	Creating an unencrypted file was not allowed. Configure the encryption settings and try again.To create an unencrypted file, consult the administrator.
2E45	Failure in making meta data	Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.
2E65	There are too many documents in the folder. Failure in creating a new document	Delete the data in the local storage folder in the equipment and try scanning again.
2E66	HDD full failure during processing	Reduce the number of pages of the problem job and try again. Check whether the server or local disk has sufficient space in its capacity.
2EC0	Job canceled	The job was canceled.
2EC1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
Remote Scan, WS Scan, File Downloader		
2A20	Failure to acquire resource	Reattempt the problem job. If the error still persists, turn the power OFF and then back ON, and make another effort.
2A31	WS Scan function is not available	Check if the WS Scan function is enabled. If not, change it to “enabled”.
2A40	System fatal error	Turn the power OFF and then back ON. Try scanning again.
2A50	Job canceled.	The job was canceled.
2A51	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
2A60	Authentication for WS Scan failed	When Fax & Scan of Windows is used with the WIA driver, check if the user name for the login is registered. When the control panel or EWB of the equipment is used, check if the user name for the login is registered.
2A70	Insufficient permission to execute RemoteScan	Check if the user is authorized to perform this job.
2A71	Insufficient permission to execute WS Scan	Check if the user is authorized to perform this job.
2A72	Insufficient permission to access e-Filing box using scan utility	Check if the user is authorized to perform this job.
Store to e-Filing		
2B11	Job status failed	Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2B20	Failure to access file	Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2B30	Insufficient disk space	Delete unnecessary documents in e-Filing and try again.
2B31	Failure to access Electronic Filing	Turn the power OFF and then back ON. Retry the job in error. Delete the specified e-Filing or folder and reset them. If the specified e-Filing or folder cannot be deleted, contact your service representative.
2B50	Failure to process image	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.

Error Code	Problem Description	Corrective Action
2B51	Failure to process print image	Make sure that the Function List can be printed out. Try printing again. If the error still persists, contact your service representative.
2B71	The storage period of e-Filing documents will expire	Check whether any necessary documents are stored in e-Filing. The documents will be deleted in a few days.
2B80	The HDD for storing e-Filing data is running out of space.	Delete all unnecessary documents in e-Filing.
2B90	Insufficient memory	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2BA0	Invalid box password specified	Make sure that the password is correct and try scanning again, or first reset the password and then reattempt the scan. When this error occurs in the printing of the data in e-Filing, do this with the administrator’s password. If recovery is still not completed or in case of an invalid password for the operation of other printing (opening the file, etc.), contact your service representative.
2BA1	Incorrect paper size, color mode or resolution	This size, color mode or resolution is not supported by e-Filing. Please check the paper size, color mode or resolution.
2BB0	Job canceled	The job was canceled.
2BB1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
2BC0	System fatal error	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2BD0	Power failure occurred during e-Filing restore	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
2BE0	Failure to obtain the machine parameters	Turn the power OFF and then back ON. Try scanning again.
2BF0	Reached the maximum number of pages	Reduce the number of pages of the job in error and perform the job again.
2BF1	Reached the maximum number of documents	Delete the documents from the boxes or folders.
2BF2	Reached the maximum number of folders	Delete the folders from the boxes.
Network Settings		
2500	Syntax error, command unrecognized	Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again.
2501	Syntax error in parameters or arguments	Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again.
2503	Bad sequence of commands	Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2504	Command parameter not implemented	Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2550	Mailbox unavailable	Confirm that the destination Email addresses are correct. Check the access privilege for the mailbox in the mail server.
2551	User not local	Confirm that the destination Email addresses are correct. Check whether the mail server is operating properly.
2552	Insufficient system storage	The file is too large for the mailbox. Confirm the mailbox size on the mail server. Transmit again in text mode or with a lower resolution. If the error still persists, divide the document and transmit again.

Error Code	Problem Description	Corrective Action
2553	Mailbox name not allowed	Check if there is an unpermitted character in the mailbox name in the mail server.

WHEN SOMETHING IS WRONG WITH THE EQUIPMENT

Try the troubleshooting tips in this chapter when you think there is something wrong with the equipment.
This chapter also describes the daily care for the equipment.

When You Think Something Is Wrong With the Equipment

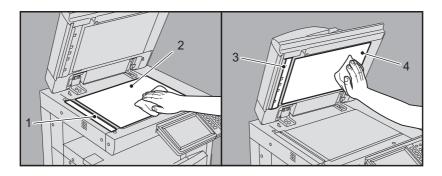
If you think there is something wrong with the equipment, check the following items.

Tips

- To see the functions of the equipment such as copy or print, refer to their operator’s manuals (***Copying Guide*** and ***Printing Guide*** respectively).
- Checking the operations or procedures may help you solve the problems. When something is unclear in the operation of the equipment or you think there is something is wrong with it, the operator’s manual for the function you are using will be helpful.

■ General operations

Problem Description	Cause	Corrective Action
The equipment does not work at all.	The power cord is not securely inserted into the outlet.	Insert the power cord into the outlet until it comes to a stop.
No icons or signs are displayed on the touch panel.	The equipment is in the energy saving mode.	Press the [START] button or the [ENERGY SAVER] button to clear the energy saving mode. Refer to the ***Quick Start Guide***.
	The equipment is turned off by the weekly timer.	Press the [START] button.
The touch panel is dim.	The contrast of the touch panel is adjusted lower.	Adjust the contrast to make it lighter. Refer to the ***MFP Management Guide***.
The button does not respond to my operation.	The equipment is in the energy saving mode.	Press the [START] button or the [ENERGY SAVER] button to clear the energy saving mode. Refer to the ***Quick Start Guide***.
	The equipment is turned off by the weekly timer.	Press the [START] button.
	The equipment is not yet ready.	Wait until the message “Warming up” disappears and the equipment is ready.
The window “Enter Department Code” appears.	The equipment is managed under the department management function.	Enter your department code. If you do not know it, contact the administrator of the equipment.
The window “Enter the user name and Password” appears.	The equipment is managed under the user management function.	Enter your user name and password. If you do not know them, contact the administrator of the equipment.
A message is displayed on the touch panel.	Some trouble occurred in the equipment (or the message is displayed just for an ordinary operation).	See the meaning of the message referring to the listing below. P.10 “Messages Displayed on the Touch Panel”

■ Originals and paper

Problem Description	Cause	Corrective Action
The original is jammed.	The original is unsuited for the equipment.	Check whether the original is suitable for the equipment. For details, refer to Chapter 2 of the ***Copying Guide***.
Paper is jammed.	The paper is unsuited for the equipment.	Check whether the paper is suitable for the equipment. For details, refer to Chapter 1 of the ***Copying Guide***.
	The paper size setting registered for the equipment is inconsistent with paper in a drawer or on the bypass tray.	Match the size of the paper placed in the drawer or on the bypass tray and the size registered on the equipment. For details, refer to Chapter 1 and 2 of the ***Copying Guide***.
	The stack of paper exceeds the loading line indicated on the side guide.	Remove some paper to set it within the height limit line indicated on the side guide.
	There is too little or too much clearance between the paper and the side guide of the drawer.	Adjust the space between the paper and the side guide or the end guide not to take much space. For details, refer to Chapter 1 of the ***Copying Guide***.
	Hidden jammed paper has not been removed.	Check the sign again on the touch panel to see where the jam occurred. P.13 “Clearing a Paper Jam”
Two or more sheets of paper are fed together.	Sheets of paper are stuck together.	Loosen the stack of paper well and set it again.
Sheets are not aligned when exiting.	Sheets are placed in the drawer with the wrong side up.	Check the printing side of the sheets and place them correctly. Information about the printing side may be given on the wrapping paper of the sheets. If you cannot find which side is the printing side, try printing on both sides to see if the sheets are aligned when exiting.

Regular Maintenance

We recommend that you clean the following portions weekly so that the originals can always be scanned in unsoiled conditions.

Notes

- Be careful not to scratch the portions when cleaning them.
- When cleaning the surface of the equipment, do not use such organic solvents as thinner or benzine.
  - This could warp the shape of the surface or leave it discolored.
  - When using a chemical cleaning pad to clean it, follow the instructions.

1. Scanning area (surface of the long rectangular glass) / 2. Original glass

Wipe it with a soft dry cloth. If there are still stains remaining, wipe clean with a piece of soft cloth which has been moistened with water and then squeezed well. Do not use liquids other than water (such as alcohol, organic solvents or neutral detergent).

3. Guide / 4. Platen sheet

Clean the surface as follows depending on the extent of the staining.
- Clean it with a soft cloth.
- Clean it with a soft cloth lightly moistened with water.
- Clean it with a soft cloth lightly moistened with alcohol, and then wipe with a dry cloth.
- Clean it with a soft cloth lightly moistened with watered-down neutral detergent, wipe with a cloth moistened with water, and then wipe with a dry cloth.

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